Client Grievances

1. An individual may file a grievance to the President/Executive Director (President/ED) who shall act as the designated client advocate that will be available onsite or virtually to assist the individual in filing a grievance. If videoconferencing or virtual option is offered for access to a client advocate, OFS shall offer the individual a private space at the OFS service location along with the necessary equipment.

   Client Advocate: Erika Ashe
   Title: President/Executive Director
   Location: 5720 Signal Hill Court, Milford, OH 45150
   Hours of Availability: Monday-Friday 9am-5pm
   Phone: 629-256-0632
   Email: eashe@theomnifamily.com

2. A grievance may be made verbally or in writing and the client advocate is to be responsible for preparing a written text of the grievance.
3. The written grievance is to be dated and signed by the client, the individual filing the grievance on behalf of the client, or have an attestation by the client advocate that the written grievance is a true and accurate representation of the client's grievance.
4. The grievance shall include, if available, the date, approximate time, incident description, and names of individuals involved.
5. The President/ED will make a decision on the grievance within 20 business days of receipt of the grievance. Any extenuating circumstances indicating that this time period will need to be extended has to be documented in the grievance file and written notification given to the client.
6. A client has the option to file a grievance with outside organizations, that include, but are not limited to, the following:

   Applicable Board of Alcohol, Drug Addiction, and Mental Health Services

   Clermont County Mental Health and Recovery Board
   Privacy Officer: Denny Moell
   Phone: 513-732-5400
   2337 Clermont Center Drive, Batavia, Ohio 45103

   Hamilton County Mental Health and Recovery Services Board
   Client Rights Officer: Viola Harrison
   Phone: 513-946-8635
   2350 Auburn Ave., Cincinnati, OH 45219

   Paint Valley Alcohol, Drug Addiction, Mental Health (ADAMH) Board
   Phone: 740-773-2283
   394 Chestnut St., Chillicothe, OH 45601

   State of Ohio Medical Board
   Email: complaints@med.ohio.gov
   Phone: 614-466-3934 (choose option 1 to speak to complaint dept)
   1-833-333-7626 (leave message with confidential complaint hotline)
   Online: elicense.ohio.gov
   30 East Broad Street, 3rd Floor, Columbus, OH 43215

   Ohio State Board of Psychology
   Email: psy.enforce@psy.ohio.gov
   Phone: 614-644-9177
   Online: elicense.ohio.gov
   77 S High St. Suite 1830, Columbus, OH 43215

   Ohio Board of Nursing
   Phone: 614-466-3947
   Online: https://nursing.ohio.gov/compliance-and-regulation/file-a-complaint
   8995 East Main Street, Reynoldsburg, OH 43068

   Counselor, Social Worker, Marriage Family Therapist Board
   Phone: 614-466-0912
   Online: elicense.ohio.gov
   77 S High St 24th Floor, Room 2468, Columbus, OH 43215

   Ohio Department of Behavioral Health
   Email: IncidentReport@dbh.ohio.gov
   Phone: 877-275-6364
   30 E Broad Street, Suite 742, Columbus, OH 43215-3430

   Disability Rights Ohio
   Phone: 614-466-7264 or 1-800-282-9181 (select option 2 for intake)
   ATTN Intake, 200 Civic Center Drive, Suite 300, Columbus, OH 43215

   U.S. Department of Health and Human Services, Civil Rights Regional Office in Chicago
   Email: ocrmail@hhs.gov
   Phone: 800-368-1019
   233 N. Michigan Ave., Suite 240, Chicago, IL 60601

7. The President/ED shall provide written acknowledgment of receipt of the grievance to each grievant. Such acknowledgment shall be provided within three business days from receipt of the grievance. The written acknowledgment is to include, but not be limited to, the following: Date grievance was received; Summary of grievance; Overview of grievance investigation process; Timetable for completion of investigation and notification of resolution; and Treatment provider's contact name, address, and telephone number.
8. OFS shall maintain, for at least two years from resolution, records of client grievances that include, at a minimum, the following: A copy of the grievance; Documentation reflecting process used and resolution/remedy of the grievance; and Documentation, if applicable, of extenuating circumstances for extending the time period for resolving the grievance beyond twenty business days.