

**CHILDREN’S SYSTEM ADVISORY COUNCIL ISSUE BRIEF:
UNIFORM SUGGESTION/CONCERN/GRIEVANCE FORM**

Issue	During focus groups prior to implementation of the Children’s System Change Initiative, family members expressed the desire for a uniform method of expressing grievances. Such a document has not been created to date.
Background	<p>Consumers and family members are often hesitant to file a grievance, because the word implies a very serious concern, possibly warranting a lawsuit. Also, different agencies have different grievance policies which can be confusing. Discussions amongst consumers and family members have revealed the need for suggestions and minor concerns to be raised as well. If concerns are addressed sooner, it is to be hoped that the number of grievances will decrease. Also, consumer and family members would like to be able to share the suggestions they have which could improve the services and experiences for others.</p> <p>Consumers and family members would like OMHAS, or some other outside agency to receive a copy, also. It has been noted that when an outside agency, such as OMHAS, an MHO, or a caseworker has been informed of a grievance, as well as the involved agency, improved satisfaction in grievance resolution often occurs.</p>
Policy Recommendation	<ol style="list-style-type: none"> 1. Adopt a uniform suggestion/concern/grievance form to be used throughout the state. 2. The form should be in triplicate. The person filling out the form, the agency, and OMHAS (or other third party) should all have a copy. 3. OMHAS (or other third party) will be informed of the successful resolution or if an appeal is being made. 4. Attached is a slightly modified form developed by Benton County to be used by all service providers. We recommend that this form be adopted to be used throughout the state.