

# Complaint Form

Please complete, detach, and submit  
to a Recovery Resources Client Rights Officer

Client Name: \_\_\_\_\_

Date: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Subject of Complaint or Grievance: \_\_\_\_\_

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Information about complaint or grievance, including

contacts with other staff to resolve the problem: \_\_\_\_\_

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Client Contact Information: \_\_\_\_\_

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# Additional Resources

Alcohol, Drug Addiction & Mental Health Services  
(ADAMHS) Board of Cuyahoga County  
2012 W. 25<sup>th</sup> St., 6<sup>th</sup> Floor, Cleveland, Ohio 44113  
216-241-3400  
<http://adamhsc.org>

Attorney General's Office: Health Care Fraud Unit  
30 E. Broad Street 14<sup>th</sup> Floor, Columbus, Ohio 43215  
614-466-0722; or the Attorney General's Help Center at  
800-282-0515

<http://www.ohioattorneygeneral.gov/FAQ/Health-Care-Fraud-FAQs>

Disability Rights Ohio  
(previously Ohio Legal Rights Services)  
200 Civic Center Drive, Suite 300, Columbus, OH 43215  
614-466-7264 or 800-282-9181  
TTY: 614-728-2553 or 1-800-858-3542  
<http://www.disabilityrightsohio.org/>

Legal Aid Society of Cleveland  
1223 West Sixth Street Cleveland, OH 44113  
216-687-1900 or 888-817-3777  
<https://lasclv.org/>

Office of Civil Rights (OCR) - Region V  
U.S. Department of Health & Human Services  
233 N. Michigan Ave. Suite 240, Chicago, Illinois 60601  
312-886-2359  
<https://www.hhs.gov/ocr/index.html>

Ohio Board of Psychology  
77 South High Street, Suite 1830, Columbus, Ohio 43215  
614-466-8808 or 877-779-7446  
<http://www.psychology.ohio.gov/>

Ohio Counselor, Social Worker and  
Marriage and Family Therapist Board  
77 South High Street, 24<sup>th</sup> Floor, Columbus, Ohio 43215  
614-466-0912  
<http://cswmft.ohio.gov>

Ohio Mental Health & Addiction Services (OhioMHAS)  
30 East Broad Street, 8<sup>th</sup> Floor, Columbus, Ohio 43215  
614-466-2596  
<http://mha.ohio.gov/>

State Medical Board of Ohio  
30 East Broad Street, 3<sup>rd</sup> Floor, Columbus, Ohio 43215  
614-466-3934  
<http://med.ohio.gov/>

U.S. Department of Housing and Urban Development (HUD)  
(Cleveland Office)  
1350 Euclid Avenue Ste. 500, Cleveland, OH 44115  
216-357-7900 or 216-522-4058  
<https://www.hud.gov/states/ohio/offices>



RECOVERY RESOURCES

Partners in health. Partners in hope.

## Your Rights

All Recovery Resources clients are  
informed of these rights.

Client Rights Officer:

Rachel Deems

216-431-4131 x 2550

Alternate Client Rights Officers:

216-431-4131

Jakeba Webb xt. 1172

Bridgette Zaptocky xt. 2543

Our Client Rights Officer (CRO) and Alternate Client Rights Officer are available to explain any and all aspects of client rights, to explain the grievance procedure, to provide assistance in preparing a written grievance, and to take client complaint or grievance statements and conduct investigations. A response and resolution will be provided for all grievances within thirty days of the date the grievance was filed.

*All clients of Recovery Resources have specific rights related to their services at this agency.*

*If you feel the rights listed in this brochure have been violated in any way, you can and should file a complaint or grievance by completing the form in this brochure, or by calling the Client Rights Officer, Rachel Deems, at 216-431-4131 x 2550.*

### **All Recovery Resources clients are informed of these rights.**

- (1) The right to be treated with **consideration** and **respect** for personal dignity, autonomy and **privacy**;
- (2) The right to reasonable **protection from** physical, sexual or emotional **abuse** and inhumane treatment;
- (3) The right to receive **services in the least restrictive, feasible environment**;
- (4) The right to **participate in any appropriate and available service** that is consistent with an Individualized Service Plan (ISP); regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
- (5) The right to **give informed consent** to or to **refuse any service**, treatment, or therapy, including medication absent an emergency;
- (6) The right to **participate in the** development, review and revision of **one's own Individualized Service Plan** and receive a copy of it;

- (7) The right to **freedom from unnecessary or excessive medication**, and to be **free from restraint or seclusion** unless there is immediate risk or physical harm to self or others;
- (8) The right to be informed and **the right to refuse any unusual or hazardous treatment** procedures;
- (9) The right to **be advised and to refuse observation by others** and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;
- (10) The right to **confidentiality of** communications and **personal identifying information** within the limitations and requirements for disclosure of client information under state and federal laws and regulations;
- (11) The right to have **access to one's own client record** unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;
- (12) The right to be **informed** a reasonable amount of time in advance **of the reason for terminating participation in a service** and to be provided a referral, unless the service is unavailable or not necessary;
- (13) The right to be **informed of the reason for denial of a service**;

- (14) The right **not to be discriminated against** for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws;
- (15) The right to **know the cost** of services;
- (16) The right to be verbally **informed of all client rights**, and to receive a written copy request;
- (17) The right to **exercise one's own rights** without reprisal, except that no right extends so far as to supersede health and safety considerations;
- (18) The right to **file a grievance**;
- (19) The right to have oral and written **instructions** concerning the procedure **for filing a grievance**, and to assistance in filing a grievance if requested;
- (20) The right to **be informed of one's own condition**; and,
- (21) The right to **consult with an independent treatment specialist or legal counsel** at one's own expense.

*For more detailed information, please speak to your clinician or the Client Rights Officer.*

*You can also access:*

<http://codes.ohio.gov/oac/5122-26-18>



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