GRIEVANCE PROCEDURE

• What is a grievance?
A grievance is any complaint or concern that a client, former client, or their authorized representatives has about the service and/or treatment associated with Vona Center for Mental Health staff and/or the facility. Vona Center for Mental Health is committed to processing grievances in a timely manner respectful to all parties involved.

• Filing a grievance
Grievances may be communicated in writing, by phone, or in person. However, we encourage individuals to use the written method whenever possible and ask that those complaints be filed within a month of when the situation occurred.

If you have concerns about your care, we suggest as a first step that you share your concerns with the individual(s) with whom you have a concern with or their direct supervisor.

If a satisfactory solution to the situation is not obtained through discussion with the individual(s) and you wish to file a grievance, the following procedure is available to you:

1. You may contact a Clinical Supervisor or the Associate Director to file a grievance at 763-225-4052. The supervisor or director will assist you with the next step(s) to be taken in resolution of the grievance.
2. Within three business days of receiving a grievance, we will acknowledge in writing that we have received the grievance. If applicable, we must include a notice of the client's separate appeal rights for a managed care organization's reduction, termination, or denial of a covered service.
3. Within 15 business days of receiving a grievance, we will provide a written final response to the grievance containing the official response to the grievance.
4. If the grievance is not resolved through the above process, Senior Director, is available for consultation at 763-225-4052.
5. If the grievance is still not resolved through the above steps, the Senior Vice President of Services and Information Systems can be reached at 952-945-4000.

• All efforts will be made to obtain resolution on grievances in the shortest amount of time possible. The timeliness to achieve this may be affected by factors such as the availability of the person(s) involved that may result in unavoidable delays. In such cases, the person making the complaint will be notified about the circumstances.

• If you do not feel the grievance procedure has yielded a satisfactory resolution and/or if you do not want to utilize this procedure, you may contact one of the following State Departments or Boards:

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<thead>
<tr>
<th>Department of Human Services, Licensing Division</th>
<th>Office of the Ombudsman for Mental Health and Developmental Disabilities</th>
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<tbody>
<tr>
<td>PO Box 64242</td>
<td>121 7th Place East Suite 420</td>
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<tr>
<td>St. Paul, MN 55164-0242</td>
<td>St. Paul, MN 55101-2117</td>
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<tr>
<td>Ph: 651-431-6500</td>
<td>Ph: 651-757-1800 or 1-800-657-3506</td>
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<tr>
<td>Fax: 651-431-7673</td>
<td>Fax: 651-797-1950</td>
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<td></td>
<td>TTY/voice – Minnesota Relay Service 711</td>
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<tr>
<td></td>
<td>Email: <a href="mailto:ombudsman.mhdd@state.mn.us">ombudsman.mhdd@state.mn.us</a></td>
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<tr>
<th>Department of Health, Office of Health Facilities Complaints</th>
<th>Board of Behavioral Health &amp; Therapy</th>
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<tr>
<td>P.O. Box 64975</td>
<td>335 Randolph Avenue Suite 290</td>
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<tr>
<td>St. Paul, MN 55164-0975</td>
<td>St. Paul, MN 55102</td>
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<tr>
<td>Ph: 651-201-4200 or 1-800-369-7994</td>
<td>Ph: 651-201-2756</td>
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<tr>
<td>Email: <a href="mailto:health.ohfc-complaints@state.mn.us">health.ohfc-complaints@state.mn.us</a></td>
<td>Email: <a href="mailto:bbht.board@state.mn.us">bbht.board@state.mn.us</a></td>
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Board of Social Work
335 Randolph Ave Suite 245
St. Paul, MN 55102
Ph: 612-617-2100 or 1-888-234-1320
Fax: 651-215-0956
Email: social.work@state.mn.us

Board of Medical Practice
335 Randolph Avenue Suite 140
St. Paul, MN 55102
Ph: 612-617-2130
Fax: 612-617-2166
Email: medical.board@state.mn.us

Board of Psychology
335 Randolph Avenue Suite 270
St. Paul, MN 55102
Ph: 612-617-2230
Hearing/ Speech Relay: 1-800-627-3529
Fax: 651-797-1372
Email: psychology.board@state.mn.us

Board of Marriage and Family Therapy
335 Randolph Avenue Suite 260
St. Paul, MN 55102
Ph: 612-617-2220
Email: mft.board@state.mn.us

Board of Nursing
1210 Northland Drive Suite 120
Mendota Heights, MN 55120
Ph: 612-317-3000 or 1-888-234-2690
Hearing/ Speech Relay: 1-800-627-3529
Fax: 651-688-1841
Email: nursing.board@state.mn.us