

## **Snohomish County Involuntary Treatment Grievance Procedure**

All complaints or grievances made to the ITA program will be directed to an ITA supervisor and will receive prompt attention. It is our goal to be responsive and make sure that everybody is heard. It is of utmost concern to us that every individual has a voice in the system where they are receiving their services and that they are being treated with dignity and respect at all times. We will ensure that every concern is being addressed and utilized for continuous quality improvement.

1. The complaint and/or grievance received will be directed to the ITA supervisor.
2. The date of the receipt of the complaint/grievance as well as any other pertinent information will be documented in the Complaint/Grievance log by the ITA Supervisor. The ITA supervisor will document all concerns, complaints, grievances, as well as actions taken and resolution, on this document.
3. The ITA Supervisor will discuss the complaint on the phone or in person, whichever is preferred by the person filing the complaint/grievance. The complaint will always be addressed directly with the person who brought it forward.
4. The Complaint/Grievance Form for Snohomish County Human Services will be filled out by the supervisor and kept in a file.
5. The ITA Supervisor will address the complaint with the involved staff and implement a plan for improvement/corrective action.
6. The ITA Supervisor will follow-up with the person filing the complaint/grievance to ensure that the matter has been resolved to their satisfaction.

Additionally, anybody has the option to initiate a grievance with Ombuds and/or NSBHO without first utilizing the Snohomish County complaint or grievance process.

Attempts will be made to resolve complaints in a confidential manner, at the lowest possible level. There shall be no retaliation of any kind against an individual or his or her representative who makes a complaint. Aggregate information about types of complaints, grievances, appeals, and fair hearing requests will be used to analyze trends and identify areas of for quality improvement.

The Snohomish County ITA Supervisor and/or in their absence the ITA Lead can be reached through the VOA Crisis Line (24/7) at 425-388-7215, Toll Free 1-800-562-4367, TTY 425-388-3700 to assist callers with their options to pursue complaints, grievances, appeals, second opinions and fair hearings. NSBHO can also be contacted at

1-800-684-3555 and TTY: (360) 419-9008 to provide assistance to callers to triage their concern to the appropriate party and outline available supports for the process.

Independent, confidential Ombuds services are available to provide advocacy, assistance, and investigation to individuals, family members and other interested parties throughout the complaint, grievance, appeal and fair hearing process in accordance with Washington Administrative Code (WAC). Ombuds services may be reached toll free at 1-888-336-6164. NSBHO and/or Ombuds will be involved as needed.