

Quality & Standards Department
COMPLAINT RESOLUTION PROCESS

INFORMATION FOR INDIVIDUALS RECEIVING SERVICES

The staff and Board of Directors of the Richmond Behavioral Health Authority are committed to providing caring, responsive and accessible customer service. We encourage you to provide us with feedback and input regarding our programs and services. In fact, it is our hope and expectation that you will actively participate in your treatment and recovery and that you will express your dissatisfaction or complaints with our services so that we can work together collaboratively to improve upon our service to you and to the community.

We encourage you to contact *the agency advocate, Nora Woodward, at (804-819-4190) for assistance with addressing your concerns. You can also schedule an appointment to meet in person or virtually with the Advocate or designee. You may also go to our link on the web www.rbha.org for additional information.*

Individuals receiving services who have expressed a complaint to agency staff will be contacted within 1 business day.

You or a staff member will be asked to complete a complaint form no later than the next business day, upon receipt of the complaint describing the concern and requested relief.

You will be offered the opportunity to meet with a team member to resolve your concerns as soon as possible with the intention of resolving your concerns within 1 business day.

You may identify staff or have anyone that you request be present at the meeting to address your concerns.

All human rights allegations/complaint information will be forwarded to the Quality & Standards Department and/or to the Director of Compliance/Chief Administrative Officer if appropriate.

If a crime is alleged to have been committed or if the complaint is an allegation of abuse or neglect, steps will be taken immediately to ensure your protection.

The Quality & Standards Department will determine if the complaint is an allegation or possible violation of agency policies and procedures and/or of human rights regulations.

Human rights allegations/complaints are reported to the Virginia Department of Behavioral Health and Developmental Services (DBHDS) within 24 hours of discovery.

Allegations of human rights violations will be investigated by the agency advocate and could include anyone the Director designates to investigate.

The investigation will be completed as soon as possible and will not exceed 10 business days. Upon request updates into the investigation will be available.

At the conclusion of a human rights investigation, you will receive a letter sent via email or certified mail with the findings and an action plan from the Director/Designee.

Any decision or action plan may be appealed to the Local Human Rights Committee if you are not in agreement with the determination. The letter you receive will provide you with information on how to appeal the decision.

You may also contact the DBHDS Region IV Human Rights Advocate, Andrea Millhouse, at 434-390-0116 with any questions and or concerns regarding allegations of human rights violations. The Human Rights complaint process is unique to the Office of Human Rights. It affords individuals receiving services due process whereby complaints against assured rights and complaints involving abuse, neglect, and exploitation (ANE) can be investigated.

For your reference, the Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by DBHDS can be found on their website: <http://www.dbhds.virginia.gov/quality-management/human-rights>.