



CONSUMER GRIEVANCE PROCEDURE

It is the policy of Ryther to encourage consumers to be involved in the planning of their own treatment. Should you have a concern about your treatment while at Ryther, the following steps should be taken:

1. Discuss your concern with your therapist or case manager. If that does not result in satisfactory resolution, you may within 10 working days...
2. Ask for a meeting with the Program Director responsible for the particular program in which you are receiving service. The meeting and notification of findings will take place within 15 working days of your request. If your concerns are not satisfactorily addressed after this meeting, you may within 10 working days...
3. Request a meeting with the Executive Director of Ryther within 10 working days. The meeting and notification of findings will take place within 15 working days of your request. If resolution is not found...
4. An Appeal to the Board of Directors of Ryther may be made. A written report of the response shall be made within thirty (30) working days.

For King County clients of the publicly funded mental health system and their families: You have a right to lodge a complaint or grievance with the ombuds service staff who can assist you at all levels of the grievance and hearings. The ombuds service person's phone number is 1-800-790-8090.

There shall be no retaliation against you, either formal or informal, for filing a grievance. Your right to a prompt and fair resolution of the complaint shall not be impaired by your pursuit of remedies such as discussion of the complaint with the Federal Office for Civil Rights.

Ryther has adopted this Consumer Procedure to provide for prompt and equitable resolution of complaints alleging any action prohibited under the Rehabilitation Act of 1973, Section 504. Part of this section states "No otherwise qualified handicapped individual shall solely by reason of his/her handicap be excluded from participation in, be denied benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

If you would like to make an official complaint to the Department of Health regarding Ryther's CD Inpatient Program, you may call them by phone at 1-800-633-6828, or mail them a written letter at: Department of Health, Residential Care Services Division, PO Box 47874, Olympia, WA 98504-7874. Your treatment services will not be subject to interference, discrimination, or reprisal for filing a complaint against Ryther.