



## 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, case manager, or cottage supervisor. If that does not result in satisfactory resolution, you may within 10 working days...
2. Ask for a meeting with your therapist or case manager and their supervisor. The meeting will take place within 15 working days of your request. If you are still not satisfied, you may within 10 working days...
3. Ask for a meeting with the Program Director responsible for the particular program in which you are receiving service. The meeting and written 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...
4. Request a meeting with the Senior Director overseeing your service program. The meeting and written notification of findings will take place within 15 working days of your request. If you are unable to satisfactorily resolve the issue after this step, you may within 10 working days...
5. Request a meeting with the Executive Director of Ryther within 10 working days. The meeting and written notification of findings will take place within 15 working days of your request. The decision of the Executive Director is final.
  - 5.1 If you have a complaint or grievance against the Executive Director (fraud, harassment, discrimination, etc...) apart from a disagreement with their decision, an appeal to the Executive Committee of 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 206-205-6338.

Our Medical Director or qualified designate will be involved in complaints or grievances that is medical in nature.

**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 individual with a disability in the United States, as defined in [section 705 \(20\)](#) of this title, shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."