

## **PIEDMONT REGIONAL COMMUNITY SERVICES BOARD**

### **COMPLAINT RESOLUTION PROCESS**

Each consumer or their representative has the right to express a concern or complaint about any service received at a PCS program or of a staff member providing services.

It is PCS policy to resolve the complaint to the satisfaction and benefit of all concerned at the earliest possible convenience both for the benefit of the individual and as an ongoing quality improvement tool.

Any complaint by an individual receiving services, family member, advocate or other stakeholder should be addressed to the PCS service provider. If the service provider is not available or the complainant is not comfortable directing the concern to them, the complaint should be addressed to the provider's direct supervisor.

If the service provider or supervisor are not acceptable or do not provide a satisfactory resolution, the complainant should address their concern to Ron Hairston, PCS Human Resources Director, at 276-632-7128.

In addition, each person has the right to file a formal complaint with the Virginia Human Rights Advocate, Mandy Crowder, at (434) 773-4315.

#### **PROCEDURE**

- The PCS staff person receiving any complaint of significance will document the concern with a PCS Critical Incident Report.
- PCS Human Resources will communicate when appropriate the complaint through the CHRIS system to DBHDS and may consult with the Human Rights Advocate
- All complaints will be attempted to be resolved at the earliest possible step by staff working directly with the individual or their supervisor. All staff are encouraged to consult with their supervisor.
- Every effort will be made to resolve every complaint in an expeditious and collegial manner. Staff should communicate in writing to the Human Resources Office within 5 business days on the resolution or ongoing status of the received complaint.
- The Human Resources Director will assure that the complainant is advised of the resolution.
- PCS shall acknowledge complaints that DBHDS refers within five business days of receipt and provide follow up commentary on them to DBHDS within 10 business days of receipt.
- If the complaint is not resolved at the PCS Department level, the Executive Director may directly or through a designee engage with the complainants to seek a resolution.
- The Local Human Rights Advocate may when appropriate receive the complaint if resolution is not achieved by PCS management. If formally reviewed by the LHRC, their policies and procedures will be utilized.

In all cases complaints will be treated as an opportunity to provide high quality services. Every effort should be made to demonstrate responsiveness and respect for all parties. Under no circumstances will a complaint result in any form of retaliation.

PCS shall post copies of this procedure in its public spaces and on its website. In addition copies will be provided to all individuals when they are admitted for services. A copy will be provided to DBHDS upon request.