

CMU

their complaint orally or in writing to the case manager. The case manager will attempt to resolve the issue orally with the consumer within three (3) business days of being made aware of the concern. When a consumer is unable to resolve their concern or dissatisfaction through discussion with their case manager, they may seek a remedy by forwarding their complaint to **Step 3** of the process.

Step 3: The consumer shall present the complaint or grievance orally, or in writing, to the supervisor of the department to which the grievance pertains. The supervisor shall attempt to resolve the matter and report the outcome to the consumer, orally or in writing, within five (5) working days.

Step 4: If an acceptable resolution is not achieved at **Step 3**, the consumer may submit his/her grievance with suggestions for remedial action in writing to a committee comprised of the Executive Director, the appropriate service area director (MH or ID), and the appropriate case manager supervisor. The Committee shall attempt to resolve the matter and respond orally and in writing to the consumer within five (5) working days.

Step 5: In the event the grievance is not settled at **Step 4**, the consumer may appeal in writing to the Executive Committee of the CMU Board of Directors. The Executive Committee shall review the grievance and notify the consumer of their decision in writing within fifteen (15) working days. The decision of the Executive Committee shall be the final step of the Case Management Unit's internal grievance and appeal mechanism. Please refer to **Step 6** for further means of appealing an unacceptable decision.

Step 6: If an acceptable resolution is not achieved within the grievance process of the CMU at **Step 5**, the consumer may appeal their case to the Dauphin County MH/MR Administrator's Office (see attached list for address) to engage the County Grievance/Appeal process. At any other step in this process, the consumer may contact any of the listed agencies (see attachment) related to their specific complaint/grievance.

This process does not supersede any due process procedures set by specific program areas.

RELATED POLICY: Conflict Resolution

REPLACES POLICY: Grievance Policy 2004

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ATTACHMENT A

Listing of Related Funding and Regulatory Agencies include, but are not limited to:

- **Dauphin County MH/MR Administrator's Office**
100 Chestnut Street
1st Floor
Harrisburg, PA 17101-2025
Telephone: (717) 780-7050
- **Department of Public Welfare**
Office of Mental Health and Substance Abuse Services
Bureau of Operations and Quality Management
Harrisburg Field Office
Shamrock Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Attention: Community Mental health Services Area Manager
Telephone: (717) 772-7160
- **Department of Public Welfare**
Office of Mental Retardation, Central Region
Willow Oak Building
Room 430
P.O. Box 2675
Harrisburg, PA 17105-2675
Attention: Director
Telephone: (717) 772-6507
- **Department of Public Welfare**
Office of Mental Health and Substance Abuse
Bureau of Family and Consumer Affairs
Beechmont Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Attention: Director
Telephone: (717) 772-7860

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ATTACHMENT A (continued)

- **Department of Public Welfare**
Office of Medical Assistance Programs
Division of Program Integrity
Bureau of Quality Management
P.O. Box 2675
Harrisburg, PA 17105-2675
Attention: Chief
Telephone: (717) 772-4609
- **Department of Public Welfare**
Office of Vocational Rehabilitation
Uptown Plaza Office Building
2971 North Seventh Street
Harrisburg, PA 17110
Attention: Director
Telephone: (717) 787-7834
- **Area Agency on Aging**
2 South Second Street
3rd Floor
P.O. Box 1295
Harrisburg, PA 17108
Attention: Long-Term Care Ombudsman
Telephone: (717) 780-6130
- **Department of Public Welfare**
Bureau of Equal Opportunity
Health and Welfare Building, Room 521
P.O. Box 2675
Harrisburg, PA 17105
Attention: Director
Telephone: (717) 787-9695
- **Pennsylvania Protection and Advocacy**
116 Pine Street
Harrisburg, PA 17102
Attention: Director
Telephone: (717) 236-8110