



## GRIEVANCE POLICY

1MH has an established grievance procedure for clients to grieve alleged violations of their rights and or 1MH's responsibilities. Clients are allowed to file any form of grievance without violation of, or threat of violation of their rights or privileges. Clients are notified of this policy at the time of their first appointment with 1MH. 1MH will post a clear and unambiguous notice of dispute and grievance procedures in each physical location in an area that is open to the public and on our website ([www.1mh.care](http://www.1mh.care)). 1MH will also provide this notice in writing and/or electronically upon admission to services.

### 1. Procedure

- 1.1. 1MH will educate individuals and their representatives about how to file disputes. Included in that will be education on individual's rights; the dispute process and procedures; and the name and contact information and the responsibilities of the designated representative for 1MH. (Please see contact information below).
- 1.2. If a client is dissatisfied with the services provided by 1MH or any issue related to his/her involvement with 1MH, and/or believes that 1MH is not complying with DHS or BHA, the client may bring these concerns or complaints to any clinical staff member providing him or her services.
- 1.3. If this discussion does not satisfy the client, he or she may write a letter of complaint to the agency explaining his or her concerns. A written response will be provided to the complainant within 14 days.
- 1.4. It is 1MH's preference to mitigate issues immediately, when possible, via an open door policy.
- 1.5. Clients are verbally informed as to how to file complaints with the State at the time of intake.
- 1.6. Contact information for the State are posted near the front entry of the clinical office.
- 1.7. 1MH will inform persons who have submitted a dispute verbally or in writing that they may also submit a grievance to the BHA. 1MH will also provide information about how to submit a grievance to the BHA and other state departments. (see address below).
- 1.8. 1MH will designate a representative, who will be available to assist individuals in resolving disputes.
- 1.9. 1MH has posted the notice of rights, dispute procedure, and the designated representatives name, office locations where persons access, receive or are evaluated for services. The notice will be translated into languages commonly used by the populations in the service area.
- 1.10. 1MH will maintain a record of all submitted grievances, separate from the individual records that include the date, type of dispute and the outcome of the investigation. These disputes will be provided to the BHA annually as part of the Quality Management quarterly reports.
- 1.11. Upon request, 1MH will provide an individual and any interested person with contact information for registered complaints with any other state departments.

OneMH LLC, Compliance Officer  
2993 S Peoria St, Unit G-5  
Aurora, CO 80014  
720-288-0756

Colorado Department of Human Services/Behavioral Health Administration  
710 Ash St C 140  
Denver, Colorado 80246  
303-866-7191

Colorado Department of Regulatory Agencies  
1560 Broadway # 1545  
Denver, Colorado 80202  
303-894-7855

Colorado Department of Health Care Policy and Financing  
303 E 17<sup>th</sup> Ave  
Denver, Colorado 80203  
800-221-3943