

Intertribal Treatment Center Grievance Procedures

The initial step in the program grievance procedure is for the client to discuss the grievance with staff involved. If the results of this discussion are not to the satisfaction of the client, the following steps need to be implemented:

- I. A written report of the grievance shall be presented to the client's primary counselor containing the name of the employee involved, title of employee, time & day of occurrence, witnesses involved if any, and the purpose of the grievance.
- II. The primary counselor will present the Director of Residential Services the written grievance.
- III. A confidential discussion of the grievance shall be scheduled and take place between the client, primary counselor, and the Director of Residential Services within twenty four (24) hours of the incident.
- IV. The Director of Residential Services will present the client a written report outlining any resolutions to the conflict within forty eight hours (48) of the incident and if the client is satisfied, a copy of the report will be placed in his/her client file.
- V. If the client is dissatisfied with the outcomes of the grievance, the Director of Residential Services will schedule a meeting between the client, Director of Residential Services, and the Chief Operating Officer within seventy two hours (72) of the incident to discuss resolutions to the conflict.
- VI. If the client is dissatisfied with the outcomes developed between client, Director of Residential Services, and Chief Operating Officer, he/she has the right to contact the following persons and/or entities by mail or phone:

State of Nebraska
Department of Licensure & Regulations
Division of Investigations & Complaints
310 Centennial Mall South
P.O. Box 95164
Lincoln, Nebraska 68509-5164
(402) 471-0175

Aberdeen Area Indian Health Services
Behavioral Health Program
115 4th Avenue S.E.
Aberdeen, South Dakota 67401
(605) 226-7341

Client Signature: _____ Date: _____

Staff Signature: _____ Date: _____