

## North Sound Mental Health Administration

### Section 4500 – Consumer Affairs: Registering and Responding to a Complaint of Retaliation

Authorizing Source:

Cancels:

See Also:

Responsible Staff: Ombuds Lead

Executive Director Signature:

Approved by: Board of Directors

Motion #02-048

Date: 10/24/2002

Date: 5/16/2007

#### **POLICY #4503.00**

#### **SUBJECT: REGISTERING AND RESPONDING TO A COMPLAINT OF RETALIATION**

#### **POLICY**

Any allegation of retaliation, intimidation, coercion, or harassment directed against any consumer or staff for filing a complaint or grievance will be registered, investigated, and responded to. This policy applies to consumers, Ombuds, NSMHA Advisory Board, the Quality Review Team, NSMHA staff, and members of the Board of Directors.

This policy sets forth a formal process for registering and responding to any such complaint or allegation.

#### **1. The Complainant**

Submits a written complaint to the NSMHA Executive Director.

- a. If the complaint involves the Executive Director, the complainant submits the written complaint to the Chair of the NSMHA Board of Directors.
- b. If the complaint involves the NSMHA Board of Directors, the complainant submits the written complaint to the Human Resources office of the respective county, so they may follow their own policies and procedures.

#### **2. The North Sound Mental Health Administration**

- a. Conducts a complete and thorough investigation of alleged acts of retaliation within 30 days.
- b. Provides a written conclusion of the investigation to the complainant within 15 days.

When allegations are proven to be founded, prescribes appropriate disciplinary action, which may include but is not limited to: Education, referral to the Employee Advisory Service, suspension, or termination.

#### **ATTACHMENTS**

None