Grievance Process

The Emily Program strives to provide the highest quality of care to each of our clients, and feedback is vital to our improvement. In order to provide a means to express concerns, ensure the integrity of service, and preserve the positive therapeutic environment that The Emily Program strives to provide, The Emily Program has a grievance policy intended to address general concerns or unhappiness about service delivery and/or possible unethical, illegal, or negligent behavior. The Emily Program will work with clients, their parents or legal guardians, involved treatment team members, outside agencies or providers, including the WA Department of Health (DOH), WA Department of Social and Health Services, MN Department of Human Services, OH Department of Mental Health and Addiction Services, PA Department of Human Services, GA Department of Community Health, NC Department of Health and Human Services, WI Department of Human Services and staff in order to actively and objectively address client complaints or grievances regarding any aspect of care. An individual's services will NOT be adversely affected in any way by filing a grievance.

How to File a Grievance

If there is a problem or concern with the delivery of your healthcare services, we encourage you to first raise your concern with the staff member/team with whom the concern primarily rests, the staff member/team's supervisor, or the Site Director as this may be the best way to get the issue resolved quickly. If this is not comfortable, feasible, or does not resolve the concern to your satisfaction, your concern should then be given to The Emily Program in writing, following the process outlined below. Once given in writing, your concerns are now considered a formal grievance.

Anyone can file a grievance (i.e. client, parent, legal representative, spouse/partner), but please note that we must have written authorization (ROI) on file to allow the sharing of client information if the client is over the legal age of consent. Additionally, clients may request contact information for the provider's respective state licensing board or accrediting body. Please indicate this on the grievance form if you would like The Emily Program to do so.

Grievance forms are available on The Emily Program website, upon request at each location, and residential/ inpatient clients can also find the grievance form in the common room. Cleveland and Columbus Residential clients have an additional option of filing a grievance by contacting the Client Rights Officer at (216) 765-0500 ext. 4220 (Cleveland RTF) or at 888-364-5977 ext. 4110 (Columbus Adol. or Adult RTF). Any grievances may be filed with your information included or anonymously.

Please complete the grievance form in its entirety including names, dates, and any additional attachments. After completing the grievance, please submit the form either by mail to: The Emily Program c/o Compliance Department, 1295 Bandana Blvd W. Suite #210, St. Paul, MN 55108 or by dropping the completed form off at any Emily Program front desk location.

How We'll Respond

A member of the Compliance Department will thoroughly review your concerns. We will send you a confidential letter to let you know that we've received your grievance within three business days and we will make a decision/ submit a written response to you within 21 business days from the date we receive it. Grievances filed anonymously will not receive acknowledgment of receipt. Part of the grievance process may include an interview with you via the phone number you provide and/or have documented in the medical record. If it is in your best interest, we may take additional time to respond to your concerns. We will let you know via mail if an extension is necessary.

If you are not satisfied with the resolution, you may appeal the decision to our Compliance Department in writing utilizing the Grievance Form and address above within 30 business days of the date on the initial grievance decision/response. The appeal will be reviewed by a panel of individuals who were not involved in the original decision. You will receive a letter either confirming or overturning the original grievance decision within 60 business days from the date we receive it. All grievance appeal decisions are final. You will not be subject to adverse action as a result of filing a grievance or grievance appeal.