

## THE FAMILY CENTER - FAMILY COUNSELING OF COLUMBUS

### ADDITIONAL CLIENT INFORMATION

#### **CLIENT GRIEVANCE PROCEDURE:**

The Family Center is committed to providing "Total Quality" services to all clients, and we strongly encourage our clients to voice any complaints or grievances regarding any aspect of the services provided so that we might address the complaint and resolve the problem quickly as possible. Lodging grievances will in no way jeopardize you or the services you receive from the agency. The Family Center Grievance Procedure is as follows:

- 1) Grievances regarding services received may be reported verbally or in writing to any staff member or employee of The Family Center, and can be reported either in person, in writing, or over the telephone. If you are reporting the grievance in person, you will be given another copy of the **Grievance Procedure** and the option of completing of the **Client Grievance Report** from yourself or having the staff member receiving the complaint complete the form on your behalf. Your report will be given to the appropriate Supervisory/Management personnel for corrective action within 1 business day.
- 2) The most appropriate member of Management will review the complaint, make the necessary recommendations, and work with appropriate personnel to address the complaint and develop a plan to resolve the grievance. Specific corrective action(s) will be identified and implemented.
- 3) You will receive written notification of the steps taken in order to resolve the complaint. In the rare event that the corrective actions taken do not resolve your complaint, you may notify the Chief Executive Officer for additional assistance in resolving the complaint.

#### **REVIEWING YOUR RECORDS:**

All client files, and the contents therein, are the property and responsibility of The Family Center, and therefore are not to be removed from agency property at any time. However, you have the right to review your file, as well as insert information or comments into the file, at any time. Because The Family Center is charged with protecting our clients, and information about clients, the procedure for reviewing records is as follows:

- 1) You must submit a written request to review your file to the Clinical Director, who will meet with you and your counselor to discuss your request.
- 2) The record will be reviewed by the Clinical Director in order to identify and conceal any information that:
  - pertains to other family members or other third parties that have not given authorization to release information;
  - is determined to be harmful to you or outside your best interests.
- 3) All record reviews will be done in the presence of professional clinical personnel and will occur on agency property.
- 4) Only clients or their designated legal representatives or guardians will have access to client records.
- 5) In the very rare event that your request is denied due to a professional judgement that your direct access to the record would cause serious harm, you have the right to appoint and outside professional to review the record for you.