

HUMAN RIGHTS COMPLAINT RESOLUTION PROTOCOL

Any person who believes that an individual's rights may have been violated under the Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Behavioral Health and Developmental Services will **immediately** report the complaint to the Chief CQI Officer or designee, or Office of the Chief Executive Officer, their Program Director, and their supervisor.

The Chief CQI Officer or Designee will notify the Human Rights Advocate that a Human Rights allegation has been received within 24 hours of receiving the complaint.

The Chief CQI Officer or designee shall review the allegation and include the individual in the review process. The steps in the review process shall be explained to the individual and AR/Guardian as applicable. The internal review shall be completed in 10 business days or less.

The Chief CQI Officer or designee will present the findings of the internal review to the Chief Executive Officer, and discuss with the individual and/or AR/Guardian as applicable.

The Chief Executive Officer or designee will attempt to resolve the complaint or concern immediately. If the complaint is resolved or the individual and/or guardian as applicable agree with the findings, no further action is required.

The Chief CQI Officer or designee shall provide the individual and/or the AR/Guardian written notice of the findings of the internal review and, when appropriate, an action plan for resolving the complaint if substantiated within 10 working days of receiving the complaint. The written notice shall include the time frame to respond if the individual disagrees with the findings and the opportunity to discuss further for up to 14 days following the date of the written notice. The individual shall also be given information on how to contact the human rights advocate for assistance with the process to request additional review or to file a petition for a hearing by the LHRC using the procedures prescribed in 12VAC35-115-180, as well as a statement that the complaint will be closed if the individual does not respond.