

NORTHERN PINES MENTAL  
HEALTH CENTER  
PROCEDURE  
CLIENT HANDOUT



<b>Name of Procedure:</b>	<b>GEN404 CLIENT GRIEVANCE PROCEDURE</b>
<b>Last Review Date:</b>	10/30/2023

**Procedure Purpose:** Northern Pines Mental Health Center, Inc (NPMHC). strives to provide quality services. Should a client have concerns with our services, we will listen to them and work to help the client gain satisfaction when possible. The details outlined below are following current statute concerning client grievance procedures. It is the intent of NPMHC to provide our clients with the required resources to report a grievance.

**Procedure Detail:**

On the day of each client's admission, Northern Pines Mental Health Center (NPMHC) staff must explain the grievance procedure to the client. Within three (3) business days of receiving a client's grievance, NPMHC staff will acknowledge in writing that NPMHC received the client's grievance. If applicable, NPMHC must include a notice of the client's separate appeal rights for a managed care organization's reduction, termination, or denial of a covered service. Within fifteen (15) business days of receiving a client's grievance, NPMHC staff will provide a written final response to the client's grievance containing NPMHC's official response to the grievance and allow the client to bring a grievance to the NPMHC Executive Director.

This procedure will be posted at each location in a place visible to clients. A copy will be provided to the client upon request.

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When a concern is received, the client will be directed to call the NPMHC Call center and speak with a member of administration.

**NPMHC Call Center - 320-639-2025 or 1-833-316-0698.**

If administration is unable to reach a solution to your satisfaction, clients may contact:

- **NPMHC Compliance and Privacy Officer**  
Phone: Confidential Hot Line at:  
(320)-639-2029  
Office: (320)-391- 1432  
PO Box 367  
Little Falls, MN 56345
- **Minnesota Office of Ombudsman for Mental Health and Developmental Disabilities**  
Phone: (218)-855-8761  
<https://mn.gov/omhdd/>  
332 Minnesota Street  
Suite W1410, First National Bank Building  
St. Paul, Minnesota 55101-2117
- **Department of Human Services (DHS), Licensing Division**  
Phone: (651)-431-6500  
<https://mn.gov/dhs/general-public/licensing/>  
444 Lafayette Road N.  
St. Paul, MN 55155-4312
- **Department of Health, Office of Health Facilities Complaints**  
Health Regulation Division  
Phone: (651)-201-4200  
[Health.fpc-web@state.mn.us](mailto:Health.fpc-web@state.mn.us)  
Golden Rule Building  
85 East 7<sup>th</sup> Place  
Saint Paul, MN 55101
- **Minnesota Board of Social Work**  
Phone: (612)-617-2100/ (888)-234-1320  
[Social.work@state.mn.us](mailto:Social.work@state.mn.us)

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335 Randolph Ave  
Suite 245  
St. Paul, MN 55102-5502

- **Board of Behavioral Health and Therapy**  
Phone: (651)201-2756 Fax: (651)797-1374  
[bbht.board@state.mn.us](mailto:bbht.board@state.mn.us)  
335 Randolph Avenue, Suite 290  
St. Paul, MN 55102

**Legal Citation Resource:** [MN Statute 245I MENTAL HEALTH UNIFORM SERVICE STANDARDS ACT,](#)

[MN Statute 245I.12 Sub.5 CLIENT RIGHTS AND PROTECTIONS](#)