

Procedure Title:	Client Complaint and Grievance Procedure
Procedure Scope:	All programs and locations

Procedure Purpose: To outline timelines for handling client complaints and grievances. Complaints can be filed by a client, former client, or an authorized representative.

Procedure: On the day of each client’s admission, Northern Pines Mental Health Center (NPMHC) staff must explain the complaint and grievance procedure to the client. Once a complaint is received, the first point of contact will fill out a “Client Complaint and Grievance Form.” If initial complaint is not resolved by relevant program director, the complaint will be escalated to a grievance and sent to the director of operations and clinical director the same day as the issue was escalated to a grievance. Within three (3) business days of receiving a client’s verbal or written grievance, administration will send written notification to the client that the grievance has been received and is being investigated. 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, administration will provide a written final response to the client. Northern Pines Mental Health Center will allow the complaint and/or grievance to be brought to the person with the highest level of authority.

Clients may voice grievances and recommend changes in policies and services to staff and others of their choice, free from restraint, interference, coercion, discrimination, or reprisal, including threat of discharge.

Clients may submit a complaint by contacting NPMHC at:

Phone: 320-639-2025

Mail: Northern Pines Mental Health Center

Attn: Complaints

PO Box 367,

Little Falls, MN 56401

If administration is unable to reach a solution to the client’s satisfaction, the client may contact:

Minnesota Office of Ombudsman for Mental Health and Developmental Disabilities

Phone: (218) 855-8761 or (651)757-1800

<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

Minnesota Board of Social Work

Phone: (612)-617-2100/ (888) 234-1320

Social.work@state.mn.us

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

335 Randolph Avenue, Suite 290

St. Paul, MN 55102

Department of Health, Office of Health Facilities Complaints

Health Regulation Division

Phone: (651) 201- 4200 or (651)201-5000

Health.fpc-web@state.mn.us

Golden Rule Building

85 East 7th Place

Saint Paul, MN 55101

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

