

The following information is provided to you in compliance with state and federal laws. Please read this information and retain a copy. If you need additional copies, we are happy to provide them to you.

Grievance Procedure

ASAP and CBH is committed to providing you with the highest quality service possible. However, should you feel that one or more of your rights as our client has been violated, you can receive assistance in filing a grievance by contacting ASAP's Client Rights Officer(CRO):

The following person is the CRO for ASAP and CBH:

David E. Baum, Psy.D., LICDC
Adolescent Substance Abuse Programs, Inc.
Clarity Behavioral Health
9403 Kenwood Road Suite C-212
Cincinnati, Ohio 45242
(513) 792-1272
Monday - Friday 9AM - 6 PM
Saturday and Sunday by appointment

1. All grievances must be filed in writing. Once you have filed a grievance, the following will take place.
2. THE CRO or their representative will meet with you and/or your representative within 5 business days to determine the nature of your grievance. THE CRO will gather initial information regarding the specific incidents, including dates, places, names of persons involved, names of possible witnesses.
3. Upon filing the grievance you will also be given a written acknowledgement that the grievance has been received, a summary, an overview and timetable of the investigation process and notification of resolution and an explanation of the grievance procedure, which includes the opportunity for you and/or your designated representative to file grievances with other agencies outside of ASAP/CBH.
4. A timeline for resolution of the grievance will be developed not to exceed twenty working days from the filing of the grievance.
5. Within 2-3 days of meeting with you, the CRO will initiate an investigation on your behalf. A written statement of proposed resolution will be submitted to you within the next 5-7 working days.
6. If unresolved, you will have the opportunity to appeal and meet with an impartial decision maker(s). If you request the CRO will represent or obtain representation for you at this second meeting. Within 10 working days of that meeting, you shall receive a written statement of proposed resolution. The total time to complete this process should be no more than 21 days.
7. Finally, if resolution cannot be achieved, you will be informed of your option to file grievance(s) with various outside entities, and names, addresses and telephone numbers of those agencies will be provided to you.

A copy of this grievance procedure is posted for public viewing by ASAP and CBH, and a copy is available to you if requested. The CRO is available for prompt response. Should the situation arise that the CRO is the subject of a grievance, alternative arrangements will be made. Additionally, each agency staff person, including administrative, clerical and support staff, has been trained in this grievance procedure so that all clearly understand their continuing responsibility to immediately advise you or any other person who is articulating a concern, complaint or grievance, about the name of the name and availability of the agency's CRO and your right to file a grievance.

Concerns can also be reported to the Ohio Department of Mental Health and Addiction Services at:
<https://mha.ohio.gov/supporting-providers/licensure-and-certification/reporting-and-complaints/report-a-complaint>

Concerns can also be reported to the Ohio Psychology Board at:
<https://psychology.ohio.gov/for-the-public/how-to-file-complaint>