



Recipient Complaint Policy and Complaint Resolution

East African Healing Services (EAHS) ARMHS program clients have the right to file a complaint, grievance or disagreement with a decision of the program, or with the way he/she has been treated by staff, or about an ethical violation by program staff. A client can take the following steps:

- The client can talk directly about the issue with those involved.
- If a client is not satisfied with the response and wishes to pursue the matter, a client may file a formal grievance with the clinical director. A grievance form will be provided upon request or by any staff member.
- If the grievance involves the supervisor or the supervisor does not satisfactorily resolve the complaint, the grievance may be filed with the Director of East African Healing Services. If this does not resolve the grievance, the client may pursue the grievance with the Adult Mental Health Division of the Minnesota Department of Human Services.
- A copy of the grievance form is attached to this policy

A grievance needs to be written and filed within 30 days. If a client needs help preparing the grievance, he/she can ask for this help from any staff member, family member, friend, or advocate. A client may consult with the Supervisor or the Director before filing a written grievance. The Director of the EAHS program or the Clinical Director of the program will contact the client within 7 days after receiving a grievance. The client will then be given a written response to the grievance.

If a client wants to contact someone outside of the agency, he/she can call:
Minnesota Mental Health Ombudsman 651-757-1800

If a client is still dissatisfied with the response, he/she can contact the President of the Board of Directors of EAHS at the office address of East African Healing Services. A written response will be given within 7 days to inform the client of the review of previous decisions and the final decision.