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**CLIENT GRIEVANCE PROCEDURE**

Clients of the Bear River Health Department (BRHD), have the right to file a grievance for any action or inaction of the Department and/or Department employees as outlined in Utah Code 26A-1-121 Section 2.

A client may request an administrative review (grievance hearing) at any time during participation in a BRHD service or program. This right is explained to clients during initial enrollment in services. Clients have the right to review his or her file, a right to a copy of any contracts or treatment plans, and the right to ask questions regarding agency policies and procedures.

The following steps will be taken if a client voices a complaint regarding a BRHD program, policies, procedures, or staff member:

1. All interactions with a client regarding any complaint or grievance must be documented, either in the client file or in the case of a non-client on an Incident Report form.
2. The staff member taking the complaint will ask the client if they have attempted to resolve the situation with the BRHD employee familiar with the circumstances surrounding the complaint.
3. If the issue cannot be resolved directly between the client and BRHD staff involved, the client may speak to the Division Director with oversight for the program in question.
4. If the issue cannot be resolved between the client and the Division Director, the client will be referred to the Administration office to speak with the BRHD Director or Deputy Director.
5. If resolution still has not occurred, the client may request an adjudicative hearing with the Board of Health.

A client will not suffer any repercussion in service delivery solely as a result of filing a grievance. All grievances will be addressed in a confidential manner. If a grievance is being submitted in written form, it should be mailed or delivered in person to:

Bear River Health Department

Administration Division

655 East 1300 North

Logan, UT 84341

*Utah Code: 26A-1-121 Section 2a. A person aggrieved by an action or inaction of the local health department relating to the public health shall have an opportunity for a hearing with the local health officer or a designated representative of the health department. The board shall grant a subsequent hearing to the person upon the person’s written request. 2b. In an adjudicative hearing, a member of the board or the hearing officer may administer oaths, examine witnesses, and issue notice of the hearings or subpoenas in the name of the board requiring the testimony of witnesses and production of evidence relevant to a matter in a hearing. The local health department shall make a written record of the hearing, including findings of facts and conclusions of law.*

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