

## GRIEVANCE PROCEDURE

- **What is a grievance?**  
A grievance is any complaint or concern that a client, former client, or their authorized representatives has about the service and/or treatment associated with Vona Center for Mental Health staff and/or the facility. Vona Center for Mental Health is committed to processing grievances in a timely manner respectful to all parties involved.
- **Filing a grievance**  
Grievances may be communicated in writing, by phone, or in person. However, we encourage individuals to use the written method whenever possible and ask that those complaints be filed within a month of when the situation occurred.  
  
If you have concerns about your care, we suggest as a first step that you share your concerns with the individual(s) with whom you have a concern with or their direct supervisor.  
  
If a satisfactory solution to the situation is not obtained through discussion with the individual(s) and you wish to file a grievance, the following procedure is available to you:
  1. You may contact a Clinical Supervisor or the Associate Director to file a grievance at 763-225-4052. The supervisor or director will assist you with the next step(s) to be taken in resolution of the grievance.
  2. Within three business days of receiving a grievance, we will acknowledge in writing that we have received the grievance. If applicable, we 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.
  3. Within 15 business days of receiving a grievance, we will provide a written final response to the grievance containing the official response to the grievance.
  4. If the grievance is not resolved through the above process, Senior Director, is available for consultation at 763-225-4052.
  5. If the grievance is still not resolved through the above steps, the Senior Vice President of Services and Information Systems can be reached at 952-945-4000.
- All efforts will be made to obtain resolution on grievances in the shortest amount of time possible. The timeliness to achieve this may be affected by factors such as the availability of the person(s) involved that may result in unavoidable delays. In such cases, the person making the complaint will be notified about the circumstances.
- If you do not feel the grievance procedure has yielded a satisfactory resolution and/or if you do not want to utilize this procedure, you may contact one of the following State Departments or Boards:

**Department of Human Services, Licensing Division**

PO Box 64242  
St. Paul, MN 55164-0242  
Ph: 651-431-6500  
Fax: 651-431-7673

**Office of the Ombudsman for Mental Health and Developmental Disabilities**

121 7<sup>th</sup> Place East Suite 420  
St. Paul, MN 55101-2117  
Ph: 651-757-1800 or 1-800-657-3506  
Fax: 651-797-1950  
TTY/voice – Minnesota Relay Service 711  
Email: [ombudsman.mhdd@state.mn.us](mailto:ombudsman.mhdd@state.mn.us)

**Department of Health, Office of Health Facilities Complaints**

P.O. Box 64975  
St. Paul, MN 55164-0975  
Ph: 651-201-4200 or 1-800-369-7994  
Email: [health.ohfc-complaints@state.mn.us](mailto:health.ohfc-complaints@state.mn.us)

**Board of Behavioral Health & Therapy**

335 Randolph Avenue Suite 290  
St. Paul, MN 55102  
Ph: 651-201-2756  
Email: [bbht.board@state.mn.us](mailto:bbht.board@state.mn.us)

**Board of Social Work**

335 Randolph Ave Suite 245  
St. Paul, MN 55102  
Ph: 612-617-2100 or 1-888-234-1320  
Fax: 651-215-0956  
Email: [social.work@state.mn.us](mailto:social.work@state.mn.us)

**Board of Medical Practice**

335 Randolph Avenue Suite 140  
St. Paul, MN 55102  
Ph: 612-617-2130  
Fax: 612-617-2166  
Email: [medical.board@state.mn.us](mailto:medical.board@state.mn.us)

**Board of Psychology**

335 Randolph Avenue Suite 270  
St. Paul, MN 55102  
Ph: 612-617-2230  
Hearing/ Speech Relay: 1-800-627-3529  
Fax: 651-797-1372  
Email: [psychology.board@state.mn.us](mailto:psychology.board@state.mn.us)

**Board of Marriage and Family Therapy**

335 Randolph Avenue Suite 260  
St. Paul, MN 55102  
Ph: 612-617-2220  
Email: [mft.board@state.mn.us](mailto:mft.board@state.mn.us)

**Board of Nursing**

1210 Northland Drive Suite 120  
Mendota Heights, MN 55120  
Ph: 612-317-3000 or 1-888-234-2690  
Hearing/ Speech Relay: 1-800-627-3529  
Fax: 651-688-1841  
Email: [nursing.board@state.mn.us](mailto:nursing.board@state.mn.us)