

**9530.6540 GRIEVANCE PROCEDURES.**

A license holder must have a written grievance procedure that includes:

- A. staff assistance in developing and processing the grievance;
- B. an initial response to the client within 24 hours of the program's receipt of the grievance, and timelines for additional steps to be taken for resolving the grievance, including access to the person with the highest level of authority in the program if the grievance cannot be resolved by other staff members;
- C. posting of the grievance policy in a place accessible to all clients; and
- D. the addresses and telephone numbers of the Department of Human Services Licensing Division, the Minnesota Department of Health, Office of Health Facilities Complaints, the Minnesota Department of Health Alcohol and Drug Counselor Licensing Program, and the Office of the Ombudsman for Mental Health and Developmental Disabilities.

The grievance policy must be made available to former clients of the program.

**Statutory Authority:** *MS s 245A.09*

**History:** *29 SR 129; L 2005 c 56 s 2*

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