

BLUEBONNET TRAILS COMMUNITY SERVICES

Consumer/Parent/Family/Guardian GENERAL PUBLIC COMPLAINT AND POSITIVE FEEDBACK PROCEDURE

This procedure describes the methods by which a consumer, parent, family member, guardian, and the general public may register a complaint or give positive feedback about Bluebonnet Trails Community Services programs, provider services, service delivery, and/or a staff person.

- During regular business hours, calls may be made to the Center Director/Program Manager or supervisor for immediate attention. If you are dissatisfied with this response, you may contact the Rights Protection Officer at **(512)244-8324**.
 - Complaints and/or positive comments may also be e-mailed to:
complaints@bluebonnetmhm.org
 - After business hours, weekends and holidays, calls may be made to the following Complaint Line number:
(512) 244-8324. Calls will be checked the next business day.
 - Complaints or positive comments may also be sent by mail to the following address:
**Bluebonnet Trails Community Services
Office of Rights Protection/Complaints
1009 N. Georgetown St.
Round Rock, Texas, 78664**
- ◆ All positive feedback will be shared with the appropriate program, staff and/or county service site.
- ♣ Complaints may be received verbally (telephone or face-to-face) or in written form to the Consumer Rights Protection/Complaint Officer, depending on the preference of the person making the complaint. The Consumer Rights Officer will respond to affirm receipt of the complaint in writing or by telephone, noting the date of receipt of all complaints in the log book. The timeframes and process for complaint resolution will be reviewed at that time, for those received through direct communication, or in writing for complaints received in written form and those requesting written confirmation. An opportunity for face-to-face meeting with the person investigating the complaint will be offered. Complaints will be responded to within 20 business days of the date received unless an extension is granted by the Executive Director. If an extension is granted, contact will be made with the individual to explain the reason for the delay. The response to a complaint will initially be given orally the same day of the resolution or, at the latest, the next business day (assuming the person can be reached by telephone). All complaints will be responded to in writing within three (3) business days of the resolution. This correspondence will include information about other avenues whereby the complaint can be addressed if the individual is not satisfied with the resolution.
- ◆ The Rights Protection/Complaint Officer will maintain a file of all complaints. The date, person calling and the nature of the complaint will be logged in.
- ♣ The resolution of all complaints will be retained on file along with the original complaint (or notations of direct complaints) and the response to the complaint. In the event a complaint is not resolved to the satisfaction of the person submitting the complaint, that person may present his/her complaint directly to the Executive Director of Bluebonnet Trails Community Services, Andrea Richardson, at 512-244-8335 or by mail to:

Andrea Richardson, Executive Director
Bluebonnet Trails Community Services
1009 N. Georgetown St.
Round Rock, TX 78664

OR complaints may be filed directly with the Office of Consumer Services and Rights Protection (state offices)

CALL: For Developmental Disability Services 1-800-458-9858

CALL: For Mental Health or Substance Abuse Services 1-800-252-8154

FAX: For Early Childhood Intervention Services 1-512-424-6759 OR MAIL to:

Assistant Commissioner

Department of Assistive and Rehabilitative Services

Division of Early Childhood Intervention Services

4900 North Lamar Blvd.

Austin, Texas 78751-2399

Advocacy, Inc. (1-800-252-9108) is an additional resource for all persons with disabilities.

FOR HCS AND TEXAS HOME LIVING WAIVER CONSUMERS ONLY:

The Department of Aging & Disability Services (DADS) receives complaints from individuals, family members and the general public regarding the care, treatment or services provided to an individual in these programs. These complaints are reported to their office of Consumer Rights and Services (CRS). Individuals receiving services or family members of the individual may prefer to call CRS to assist in resolving an issue rather than speaking with their Service Coordinator or HCS provider.

A complaint may be reported by anyone, at any time, to Consumer Rights and Services (CRS) at DADS by calling 1-800-458-9858. Press option 3 for the HCS or Texas Home Living waiver programs and mental retardation authority services. A complaint may also be made online at: crscomplaints@dads.state.tx.us.

Written complaints may be mailed to:

Department of Aging and Disability Services
Consumer Rights and Services, Mail Code E-249
P.O. Box 149030
Austin, TX 78714

The DADS Consumer Rights and Services website provides useful information regarding filing a complaint; locating consumer rights booklets; reporting abuse, neglect, and exploitation; and locating community services. Visit the website here: www.dads.state.tx.us/services/crs/index.html

-
- ◆ All complaints received will be reviewed at least once annually, along with all reported incidents of client abuse and neglect, to determine ways Bluebonnet Trails Community Services' service delivery system can be improved and to determine if there are any incident patterns, which could provide insight into ways to improve services.

All calls that have to do with abuse, neglect or exploitation will be directed to contact the Department of Family and Protective Services hotline number (1-800-647-7418). For ICF-MR, additional direction will be given to contact the Department of Aging and Disability Services at 1-800-458-9858 in some circumstances.

Individuals receiving services and their families or legally authorized representative (LARs) will receive explanation of this procedure at admission to services and at least annually. They will also be informed that they can bypass the complaint process at Bluebonnet Trails Community Services and go directly to the DSHS (Department of State Health Services) , DADS (Department of Aging and Disability Services) Consumer Rights and Services office, DARS Assistant Commissioner's office, or Advocacy, Inc. if they choose to do so. All Bluebonnet Trails Community Services authority and provider staff will receive training on these procedures initially and at least annually thereafter.

Revised: September 27, 2010