

# Client Rights & Grievances

## Your Rights, Your Voice. How to Voice Concerns.



FOR NORTHERN RIVERS FAMILY OF SERVICES AND MEMBER AGENCIES

Northern Rivers Family of Services is committed to fair and equitable treatment to the children, adults, and families we serve. We respect the personal dignity of each client while providing care and services that are needed. Clients have the right to receive services free from any form of discrimination on the basis of race, ethnicity, national origin/culture, color, sex, sexual orientation, socioeconomic status, age, marital status, political belief, religion, immigration status, or mental or physical ability.

Our Client Rights and Grievances Procedures establish a process to resolve your concerns rapidly and fairly. We are committed to ensuring your client rights are met and address any concerns you may have about the services you receive at Northern Rivers Family of Services.

### You have the right to:

- Decline services or treatment offered
- Receive services by trained staff
- Privacy and confidentiality related to all aspects of care including privacy of your case records
- Access your record and direct us how to use and share your information
- Be treated with respect, dignity, and compassion
- Actively participate in developing, implementing, and changing your treatment plan or that of your child
- Be provided treatment in the least restrictive environment that gives you freedom and community involvement
- Express complaints or grievances through our client grievances procedures
- Be provided interpretation services and accommodations necessary to participate in your care
- Be free from retaliation by or intimidation from Northern Rivers for filing a good-faith report against our organization

### You have the responsibility to:

- Respect the rights of others to privacy, confidentiality, safety, and well-being
- Participate in developing and carrying out your individualized treatment plan
- Engage with services staff, providing correct medical history, legal, contact information, and updates when information changes
- Ask questions if directions or procedures are not clearly understood

### How you can file a grievance:

At times, you may become dissatisfied with the services you receive. We are committed to resolving matters quickly and fairly with respect and dignity. You will continue to receive services uninterrupted during the grievance process.

**Step 1.** Share your complaint with your primary staff member or the program supervisor. Although you may share your complaint verbally, we encourage you to express it in writing.

- Staff will provide you with a form and assistance in completing it.
- Staff will respond to your complaint within 7 business days.

**Step 2.** If you are not satisfied with the staff response to your complaint, you may then contact our Quality Management department (QM) to file a grievance.

- Again, we encourage you to express your grievance in writing. You may forward your grievance directly to QM or program staff will do so for you.
- Your grievance may be filed verbally if you prefer. Staff will provide you with the QM contact name and phone number.

### What will Quality Management do to resolve your concerns?

- QM will send you a letter letting you know the grievance was received and will provide you contact information within 15 business days from when we receive your grievance.
- QM will conduct a review of the grievance.
- QM will respond to the grievance within 45 business days and will respond to you in writing.

### What will Quality Management do to resolve your concerns?

If you receive Medicaid services, you may file an anonymous report of Medicaid fraud, waste, or abuse by:

- Calling the Northern Rivers Anonymous Reporting Hotline at 800.401.7404 (Español, 800.216.1288)
- Visiting [www.lighthouse-services.com/northernrivers](http://www.lighthouse-services.com/northernrivers) to file a report online
- Scanning the QR code at the top of this poster to complete the online form

### Still have concerns?

Northern Rivers participates in a variety of programs that are regulated by state, federal, and community partners. If you are not satisfied with our response to your concerns, please feel free to reach out to any of the following organizations for additional support:

NYS Education Department.....	518.474.3852
NYS Office of Mental Health .....	800.597.8481
NYS Office of Family and Child Services .....	518.473.7793
U.S. Department of Health and Human Services.....	800.368.1019
U.S. Department of Health and Human Services Interpreters .....	877.696.6775
Disability Rights of New York .....	518.432.7861
.....	<a href="http://www.drny.org">www.drny.org</a>
NAMI Helpline .....	800.950.NAMI
.....	800.950.6264
.....	<a href="http://www.NAMI.org">www.NAMI.org</a>
NYS Mental Hygiene Legal Services .....	518.451.8710

If you have any questions, please contact:

**Susanne Alterio**  
**Senior Director of Compliance**  
[Susanne.Alterio@northernrivers.org](mailto:Susanne.Alterio@northernrivers.org)  
**518.426.2600**

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