



Grievance Policy

Grievance Protocols

Clients are encouraged to speak to Innovative Treatment Centers LLC (ITC) staff (administrative, professional, or support personnel) if they are not satisfied with an aspect of their treatment by staff or the environment in which services are provided. ITC staff will respond to the client's concern(s) within two (2) business days. If the concern is not resolved to the client's satisfaction after talking with the staff, the client is encouraged to use the grievance procedures outlined below. A written notice of the grievance procedure is provided to each client.

1. All clients have the right and are encouraged to communicate their grievance(s) to an ITC staff member or organization representative. There will be no consequences or retaliation for the client filing a grievance.
2. All clients have a right to file a formal written grievance. The client may request a form from any staff member, as well as obtain a copy from the main lobby. The client should fill out the form and return it to any staff member.
3. If the client is uncomfortable with filling out the grievance form on their own, the client may request any staff member to assist them.
4. Written grievances shall be forwarded to the ITC Administrator/Compliance department. If the client needs assistance with the form or in composing the complaint/grievance, assistance will be provided by the ITC staff or the client's representative of choice.
5. In the instance where the decision maker is the subject of a grievance, decision-making authority shall be delegated to the CEO/Owner.
6. At any point in this process, the client may request an advocate for assistance with this process.
7. The time frame for expedient resolution of grievances is two (2) business days upon receipt of the complaint/grievance by the ITC Administrator/Compliance department.
8. The client will be sent a written notice of the grievance outcome and steps for appealing the outcome from the Administrator/Compliance department.
9. Throughout this process, the client has the right to contact, make a complaint, and/or appeal the outcome to the:

Maryland Department of Health
Behavioral Health Administration
55 Wade Ave, Catonsville, MD 21228

As part of the Innovative Treatment Centers LLC Quality Assurance program, a confidential summary of client complaints/grievances prepared by the Administrator/Compliance department is reviewed by the executive team on a quarterly basis, so as to improve efficiency and client satisfaction. All grievances filed will be reported in a confidential summary prepared by the Administrator/Compliance department.

All client complaint/grievance forms, investigation documentation, and written resolution determinations will be maintained by the Administrator/Compliance department. All summary documentation for the Quality Assurance Program will be maintained by the Administrator/Compliance department, including any returned notices. The Administrator/Compliance department annually reviews the grievance policies and procedures and makes any necessary adjustments to improve both services and processes overall.