

OUTPATIENT PATIENT GRIEVANCE PROCEDURE (DSHS Title 25, Texas Administrative Code (TAC) Ch. 448.702)

Green Oaks Outpatient Clinics shall have a written client grievance procedure. Staff shall give each client and consentor a copy of the grievance procedure within 24 hours of admission and explain it in clear, simple terms that the client understands. Should client feel or believe that they have cause to file a grievance; staff shall tell clients that they can:

1. File a grievance about any violation of client rights or Department rules.
2. Submit a grievance in writing and get staff's help writing it if they are unable to read or write.
3. Request writing materials, postage, and access to a telephone for the purpose of filing a grievance; staff will provide if necessary.
4. You may submit your complaint directly to the Department at any time to:

**Patient Quality Care
Texas Department of State Health Services
MC 1979
P.O. Box 149347
Austin, Texas 78714
(1-800-832-9623)**

5. Green Oaks Outpatient Services shall:
 - a. Evaluate the grievance thoroughly and objectively obtaining additional information as needed.
 - b. Provide a written response to the client within seven days of receiving the grievance;
 - c. Take action to resolve all grievances promptly and fairly; and .
 - d. Document all grievances, including the final disposition, and keep the documentation in a central file.
6. Green Oaks Outpatient Services shall not:
 - a. Retaliate against clients who try to exercise their rights or file a grievance; or
 - b. Restrict, discourage, or interfere with client communication with an attorney or with the Department for the purposes of filing a grievance.

If your concerns are unable to be resolved to your satisfaction, you may phone the Joint Commission complaint line:
1-800-994-6610



GREEN OAKS HOSPITAL

7808 Clodus Fields Drive • Dallas, TX 75251

**GRIEVANCE PROCEDURE
OUTPATIENT SERVICES**



PINS

FORM: CD-IOP-105 (Rev. 5/14)

PATIENT IDENTIFICATION