

## **B. Grievance Report**

The grievance data summary shows that a total of thirteen Level II grievances, in the time period of October 1, 2005 to March 31, 2006, were filed in the community, at Riverview Psychiatric Center, at and Dorothea Dix Psychiatric Center. All grievances were processed within the required time frames as required by DHHS Rights of Recipients of Mental Health Services.

From October 1, 2005 to December 31, 2005 the following grievances were addressed:

- In the community five grievances were filed at Level II. Four are currently in process at Level III and one was resolved at Level II. Note: Three grievances by the same consumer against the same agency were combined at Level III for review.
- At Riverview Psychiatric Center three grievances were filed at Level II. All three were resolved at Level II.
- At Dorothea Dix Psychiatric Center two grievances were filed at Level II. One was resolved at Level II. The second grievance was withdrawn at Level III as resolved.

From January 1, 2006 to March 31, 2006, the following grievances were addressed:

- In the community one grievance was filed at Level II. This grievance was withdrawn at Level III as resolved.
- At Riverview two grievances were filed at Level II. Both were resolved at Level II.

**No grievances were filed at Level II at Dorothea Dix Psychiatric Center in this time period.**