

## CENTRAL CARE POLICY INVESTIGATION OF SUSPECTED CONSUMER RIGHTS VIOLATIONS/COMPLAINTS

<b>SUBJECT:</b>	<b>INVESTIGATION OF SUSPECTED CONSUMER RIGHTS VIOLATIONS/ COMPLAINTS</b>
<b>ANNUAL REVIEW MONTH:</b>	June
<b>RESPONSIBLE FOR REVIEW:</b>	Director of Central Care
<b>LAST REVISION DATE:</b>	August 2010

**Policy:** To provide policy and procedure to ensure that all complaints of consumer rights violations are thoroughly investigated, that results are published in a written report, and that administrative action is taken as warranted. Central Care will follow Central State Hospital/Developmental Disabilities Division’s Policies and Procedures as they relate to Consumer Rights, Consumer investigation and follow-up corrective action.

1. Complaints regarding potential consumer rights violations may be made by staff members, consumers, their families or representatives, outside advocacy groups, the CEO, or to members of the Central Care Consumer Rights Committee.
2. The Consumer Rights Committee shall review the results of all consumer investigations. Their findings and recommendations will be sent to the Central Care Service Director for review and implementation.
3. The Central Care Service Director will provide the Consumer Rights Committee with a copy of approved corrective action plans as developed to address the committee’s findings and recommendation and all follow-up reports.

**Reference:**  
Middle Georgia Facility System Policy 2.10 Client Rights and Organizational Ethics  
Central State Hospital Policy and Procedure Clients Rights and Ethics Team,  
Developmental Disabilities Division Procedure 104A Client Rights, Responsibilities  
Rules and Regulations, and 104C Family Preference for Notification with Form

**Procedure:**

Responsible Person(s)	Action
Any Staff Member/person observing a suspected violation of a consumer’s rights	1. Notifies the Central Care Service Director or CEO who then notifies a member of Consumer Rights Committee immediately of witnessed or suspected violation of a consumer right.

<p>Person(s) Notified by a Consumer or Non-Staff Member</p>	<p>2. Completes and submits critical incident report.</p>
	<p>1. Notifies the Central Care Service Director, Chairperson of the CRC, or CEO, as appropriate regarding the complaint.</p>
<p>Consumer Rights Investigator/Committee</p>	<p>2. Sends a copy of the Complaint Form to the, the Chairperson of the CRC, and the CEO.</p>
	<p>3. Reviews the complaint, interviews the complainant, and initiates an investigation into the allegation.</p>
	<p>4. Interviews appropriate staff and consumers regarding the allegations and obtain written statements when possible.</p>
	<p>5. Reviews records, charts, and other documents to obtain information regarding the allegation.</p>
	<p>6. Completes the investigation and completes a written report within 5 days (if investigation is not complete, completes a preliminary report. to include at a minimum:</p>
	<p>a. findings</p>
	<p>b. conclusions</p>
	<p>c. recommendations</p>
<p>Central Care Service Director</p>	<p>7. Reviews the complaint and the final report of the incident at the next monthly meeting.</p>
	<p>8. Requests additional investigation of the allegation when necessary.</p>
	<p>9. Reviews the complaint and monitors the investigation.</p>
<p>Consumer Rights Committee</p>	<p>10. Provides assistance and information to the CRC during the review process upon request by the Chairperson of the HRC.</p>
	<p>11. Issues findings to the CEO regarding whether or not a rights violation has occurred.</p>
	<p>12. Submits recommendations regarding a rights violation to the CEO.</p>
<p>CEO</p>	<p>13. Reviews the findings and the recommendations of the HRC.</p>
	<p>14. Ensures corrective action is implemented and findings submitted through identified processes referenced above.</p>

**APPROVED:** \_\_\_\_\_ **TITLE:** Director of Central Care **DATE:** \_\_\_\_\_  
George Harris, LCSW