

Level Two Grievance

(Appeal of Level One)

If you disagree with the response to your Level I grievance, you have the right to appeal by submitting a Level II grievance.

You have **10 working days** to file the appeal of your Level I grievance

Name: _____

Date: _____

Date of Grievance You Are Appealing:

Name of the Person Who Responded to the Previous Grievance: _____

Explain why you disagree with the response you received to your Level I Grievance:

(Turn Over)

Disability Rights Maine

160 Capitol Street, Suite 4

Augusta, ME 04330

800.452.1948 (V/TTY)

207.626.2774 (V/TTY)

207.621.1419 (Fax)

advocate@drme.org



DisabilityRightsMaine

This brochure was developed in collaboration with Disability Rights Maine's PAIMI Advisory Council.

Disability Rights Maine is supported by grants from the Administration on Intellectual and Developmental Disabilities, the Center for Mental Health Services, the Rehabilitation Services Administration, the Social Security Administration, the Federal Communications Commission, the State of Maine, Acadia Hospital, the Maine Civil Legal Services Fund Commission, the Maine Health Access Foundation, and private donations.

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How to File a Grievance Against a Community Mental Health Provider

Includes Easy-to-Use Forms for Filing Level I and Level II Grievances

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Level One Grievance

Name: _____

Phone Number: _____

Address: _____

Date of Grievance: _____

- Must be responded to in 5 days (not counting weekends or holidays).
- They may notify you in writing of an extension for 5 more days.

Urgent: _____ Not Urgent: _____

(See *Level I Grievances* for information about what makes a grievance "urgent")

Location/Agency: _____

Date of Incident: _____

Describe the problem or rights violation:

(Turn Over)

Describe the problem or rights violation (continued):

What would you like to have happen that will fix this problem?

THE GRIEVANCE PROCESS & YOUR RIGHTS

- ☆ You have the right to file a grievance both in and out of the hospital.
- ☆ A grievance is a formal written complaint that you can file when you believe that an agency, facility or program has violated your rights under the Consent Decree, The Rights of Recipients of Mental Health Services or any other applicable law or regulation.
- ☆ It is not your job to determine if your rights were violated.
- ☆ While an agency may have a grievance form, a grievance can be written on any paper, including the attached forms.
- ☆ You may not be retaliated against because you filed a grievance.
- ☆ All days in the timeframes below are **working days and do not include weekends or holidays.**
- ☆ When you file a grievance try to get a copy of it or write down the date and who you gave it to for your records.

LEVEL ONE GRIEVANCES

- ◆ This is the first level and where you start.
- ◆ A Level I grievance may be handed to staff who should give it to the supervisor of the agency.
- ◆ The agency has **5 working days** to provide a written response to Level I grievances.

- ◆ The agency may ask for **5 more working days** to respond. They must let you know in writing.
- ◆ An urgent grievance is only for those instances where if the grievance is not responded to immediately the issue you are grieving will have already happened and cause harm that can not be reversed.

LEVEL TWO GRIEVANCES

- ◆ If you disagree with the response, a Level II grievance may be filed **within 10 working days of the** day you received your response.
- ◆ Level II grievances must be responded to by the Chief Administrative Officer within **5 working days.**
- ◆ The Administrator may ask you in writing for a **5 day** extension to respond.

LEVEL THREE GRIEVANCES

- ◆ Level III grievances are an appeal of the decision from Level II and are sent to the Commissioner of the Maine Department of Health and Human Services.
- ◆ Level III grievances must be filed within 10 working days of the day you received the Level II decision.
- ◆ Level III grievances are required to have a hearing if you did not have one at Level II.

Explain why you disagree with the response you received to your Level I Grievance (continued):

Signature: _____

Date: _____

Mail Your Level II Grievance to:
Director, Office of Behavioral Health
Dept. Health & Human Services
11 State House Station
Augusta, ME 04333-0011

Or Fax to:
207.287.9152