

Complaint Response Information from DD Facilities

DD Facility:

Person Completing Form:

Date of Response:

Complaint Tracking Number #

Coded As Information Grievance Suspicion/Allegation Abuse & Neglect

Original Complaint Narrative or Summary

Indicate below the decision and response; forward to designated Quality Enhancement representative within 48 hours.

- a. Not a DMH individual or does not receive services from an agency, Regional Office or SOP that is licensed, certified, accredited, in possession of deemed status and/or funded by the department. *Refer back to OCS to complete appropriate notification.*
- b. No entry into CIMOR-EMT, initial information is below and resolution information will be submitted to the designated Quality Enhancement representative within 10 working days for review and then forwarded to the Division of DD Consumer Safety Coordinator.
- c. Complaint was a reportable event. Refer to CIMOR-EMT # _____ for detailed information. Follow up information in the EMT report should include complaint #, code, original complaint narrative, notifications, and answers to the questions outlined below.
- d. Inquiry was initiated. Refer to CIMOR-EMT # _____ for detailed information. Follow up information in the EMT report should include complaint #, code, original complaint narrative, notifications, and answers to the questions outlined below.
- e. Other Explain

If you marked "b" above, please respond to the questions below as they relate to the complaint you received and submit to the designated Quality Enhancement representative within 48 hours. Additional resolution information and follow up shall be provided within 10 working days.

- a. (48 hours) What immediate action has been taken to assure the individual's health, safety, and rights?
 - i. Who was contacted and when? (i.e., individual receiving DMH services, complainant, provider, school, other agencies such as DHSS or DSS, phone call, visit, so forth.)
 - ii. What follow-up was, or is being done? If none, please explain.
 - iii. Where is the documentation regarding the follow-up? (CIMOR, case notes, APTS, personal plan, provider file, etc.)
- b. (10 working days) What resolution action was taken to address each component of the complaint?