

Bitterroot Valley Education Cooperative

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Client Grievance Policy

Informal Resolution

Step 1

Any client who believes a staff member of the Co-op has violated his/her rights can file a grievance. Clients are encouraged to discuss the grievance with the involved staff member seeking resolution. In the interim, the Mental Health Program Administrator and/or Program Clinical Supervisor will be notified immediately by the staff member in question and inform him/her of the proceedings.

Formal Resolution

Step 2

If the client does not feel resolution has been reached after step 1, she/he is entitled to an impartial hearing with the Mental Health Program Administrator and/or the Program Clinical Supervisor. The client must put his/her complaint in writing and give it to the Mental Health Program Administrator and/or Clinical Supervisor. The client will meet with the Mental Health Program Administrator within 10 working days of submitting the written report for resolution of the grievance. If the Mental Health Program Administrator is directly involved in the grievance, then the Co-op Director will hear the grievance for resolution.

Step 3

If the client is not satisfied with the results of step 2, she/he may submit the grievance in writing to the Co-op Director. A hearing shall be completed within 10 days of notifying the Co-op Director of the failure to reach resolution.

Step 4

If the issue remains unsolved, the client may, within 10 working days, submit the grievance to the Co-op Board. The Board may request a meeting with the client and the Co-op Director, prior to making a decision concerning resolution. The Board must make a decision within 20 working days of notification that resolution has not been reached.

Step 5

If the client is not satisfied with the decision of the Co-op Board, he/she can request a hearing with an Independent Committee established by the State Department of Public Health and Human Services. The Bitterroot Valley Education Cooperative staff will assist the client with names, addresses and phone numbers of state officials to whom their concerns can be addressed. There are no time limitations by the State Department of Public Health and Human Services. A client may elect at any time to have their grievance heard by a State or Federal court of law. The client will also be informed of the opportunity for appeal and be given a list of advocacy organizations to assist them.