



# McLAREN LAPEER REGION BEHAVIORAL HEALTH

## INSTRUCTIONS ON FILING A RECIPIENT RIGHTS COMPLAINT

The law says that a person in a program for mental health has rights. A program can be in a hospital. It can be a public program or a private one. They all must follow the law. Anyone can complain if the law is not followed and rights are violated. There are several ways to complain. The information here is about how to make a Recipient Rights complaint.

### HOW TO FILE A COMPLAINT

- You can call McLaren Lapeer Region's Office of Recipient Rights to make a complaint. If no one answers, leave a message with your name and where you are and your phone number.
- If you complain by phone, it is still a good idea to put your complaint in writing. This helps make sure your complaint is not lost or forgotten. You may send a letter or use a complaint form.

### YOUR COMPLAINT SHOULD SAY:

- What rights you think were violated.
- Where and when did it happen? If you cannot remember exactly, give

any information that will help find out the day and time. For example, was it before lunch? after dinner? on the weekend? If it happens all the time, write that.

- Who saw what happened or saw your injury. If you do not know all their names, try to describe them.
- What you want done about the problem.
- How to contact you – phone number, address or other.

### WHAT HAPPENS NEXT?

Five (5) days after getting your complaint, the Recipient Rights Office will send you a letter. The letter will say if they will investigate, provide resolution or an intervention. There is usually a policy about what they can and cannot investigate. You can get a copy of this, if you have questions. If you do not hear from the Recipient Rights Office, you might want to call and make sure they got your complaint.

### KNOW YOUR RIGHTS

Every person who receives services in the public mental health system has additional

rights. Those rights, specific to mental health and intellectual/developmental disability services, are identified in the Michigan Mental Health Code.

Some of your rights include:

- The right to be free from abuse and neglect
- The right to privacy of your information
- The right to be treated with dignity and respect
- The right to receive services that meet your needs
- The right to receive your services in a safe, sanitary and humane environment

You have many other rights specific to your mental health services. More information about your rights is contained in the booklet titled **"Your Rights When Receiving Mental Health Services in Michigan"**. You will be given this booklet and an explanation of your rights when you first begin services, and then once again every year. You can also ask for this booklet at any time.

**The Rights Office is open between 7:30 AM and 4:00 PM Monday through Friday** excluding holidays. You may file a Recipient Rights complaint any time you think staff violated your rights or someone else's rights. You can make a rights complaint by telephone, letter, or on a Recipient Rights complaint form.

If you receive public mental health, you are free to exercise your rights, and to use the rights protection system, without fear of retaliation, harassment, or discrimination. McLaren Lapeer Region staff and contractors will not take action against you if you use the Office of Recipient Rights. You do not need permission from anyone to file a complaint with the Office of Recipient Rights or to take other action(s) about a concern. You may do so at any time.

Call McLaren Lapeer Region Office of Recipient Rights Phone: (810) 667-5833, to talk with Annetta Wilbon, Recipient Rights Officer, with any questions you may have about your rights or to get help to make a complaint. **Your call to the Office of Recipient Rights is confidential.**

McLaren Lapeer Region is committed to providing high quality care in a safe environment. If you have any concerns regarding patient care and/or safety, you are encouraged to address these with the hospital management. The person with responsibility for the McLaren Lapeer Region Behavioral Health is:

**Shawna Carpenter, RN, Manager, Patient Care Services, Behavioral Health**  
**Office: (810) 667-5919**  
Email: shawna.carpenter@mcclaren.org

If you believe your rights as a recipient of mental health services as described in Chapter 7 and 7a of the Michigan Mental Health Code have been violated, please contact:

### McLAREN LAPEER REGION OF RECIPIENT RIGHTS

**Annetta Wilbon**  
**Recipient Rights Officer**  
**Phone: (810) 667-5833**

You may, also, file a complaint with Michigan Department of Health and Human Services, Bureau of Health Systems. The Center for Medicare & Medicaid Services (CMS) is the Federal Agency that runs the Medicare program. CMS works with the Michigan Department of Health and Human Service to make sure providers meet Federal Standards. A complaint that a licensed psychiatric unit failed to deliver services as required by federal and state laws may be reported by:

### CALLING THE CMS COMPLAINT HOTLINE

**Phone: (800) 882-6006**

– OR –

**Internet:** [www.michigan.gov/bhs](http://www.michigan.gov/bhs) click on "Health Systems" and "Health Facility Complaints and Investigations" and complete the BHS Resident/Patient Care Complaint form

– OR –

**Mail:** Submit a letter or completed BHS Resident/Patient Care Complaint Form (available at the above internet address) with at least the following complaint information:

- Complainant's name, address, and telephone number
- Facility's name and location
- Resident/patient name and location
- Nature of complaint
- Date of incident

Michigan Department of Health and Human Services  
Bureau of Health Systems, Complaint Investigation Unit  
P.O. Box 30664  
Lansing, MI 48909

### YOU CAN ALSO SUBMIT A COMPLAINT TO THE JOINT COMMISSION

**Phone: (800) 994-6610**

– OR –

**Internet:** [www.jointcommission.org](http://www.jointcommission.org). Scroll down and click on "Filing a Complaint."

– OR –

**Mail:** Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

