

GRIEVANCES AND APPEALS

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Oregon Revised Statutes (ORS 433.400 TO 443.455) Residential Treatment Facility Rule (OAR 309-035-0157)

- (1) Procedures. The RTH will have a written policy and procedures concerning the resident grievance and appeal process. A copy of the grievance and appeal process will be posted in a place readily accessible to residents. A copy of the grievance and appeal process will be provided to each resident and guardian (as applicable) at the time of admission to the facility.

All complaints will be investigated

To ask questions

At any time you can make a call to your local

Community Mental Health Program

(503) 998-5464

Or

Addictions and Mental Health Division (AMH)

(503) 945-5763

Or

Oregon Advocacy Center

1-800-452-1694