

Client Rights and Grievance Procedure

Coshocton Behavioral Health Choices (CBHC)

Public website posting pursuant to Ohio Administrative Code Rule 5122-26-18

CLIENT RIGHTS OFFICERS / CLIENT ADVOCATES

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Available during CBHC operating hours: Monday-Thursday, 8:00 a.m.-6:00 p.m.

You may raise a concern or file a grievance without retaliation, intimidation, coercion, discrimination, or loss of services solely because you used the grievance process. Informal resolution is optional; you may begin a formal grievance at any time.

Your Rights

Except where a different rights list applies under law to a specialized service not currently provided by CBHC, each person served has the following rights:

1. To be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. To reasonable protection from physical, sexual, or emotional abuse, neglect, and inhumane treatment.
3. To receive services in the least restrictive, feasible environment.
4. To participate in any appropriate and available service that is consistent with an individualized service plan, regardless of refusal of another service, unless that service is necessary for clear treatment reasons and requires the person's participation.
5. To give informed consent to or refuse any service, treatment, therapy, or medication, absent an emergency.
6. To participate in the development, review, and revision of the individualized treatment plan and to receive a copy of it.
7. To freedom from unnecessary or excessive medication and to be free from restraint or seclusion unless there is an immediate risk of physical harm to self or others.
8. To be informed of and to refuse any unusual or hazardous treatment procedure.
9. To be advised of and to refuse observation by others or by one-way mirrors, audio or video recording, photography, or other audio-visual technology, except lawful security monitoring of common areas that does not include bathrooms or sleeping areas.
10. To confidentiality of communications and personal identifying information within the limitations and requirements of state and federal law.

11. To access your own client record unless access to specific information is restricted for clear treatment reasons. When access is restricted, the treatment plan will identify the reason, a goal for removing the restriction, and the treatment offered to remove it.
12. To be informed a reasonable amount of time in advance of the reason for terminating participation in a service and to be provided a referral, unless a referral is unavailable or unnecessary.
13. To be informed of the reason for denial of a service.
14. To receive services without unlawful discrimination on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental disability, developmental disability, genetic information, human immunodeficiency virus status, or any other status protected by local, state, or federal law.
15. To know the cost of services.
16. To be verbally informed of all client rights and to receive a written copy upon request.
17. To exercise your rights without reprisal, except that no right extends so far as to supersede health and safety considerations.
18. To file a grievance.
19. To receive oral and written instructions about filing a grievance and assistance in filing a grievance when requested.
20. To be informed of your own condition.
21. To consult with an independent treatment specialist or legal counsel at your own expense.

How CBHC Communicates Your Rights

- CBHC explains client rights before or when assessment or treatment begins and documents the explanation in the individual client record.
- In a crisis, emergency, or non-face-to-face contact, immediately pertinent rights may be explained first. The full explanation is provided at the first subsequent meeting.
- Rights are explained in a manner appropriate to age, language, communication needs, cognitive ability, and level of understanding. Language assistance and auxiliary aids are provided when needed.
- The client rights policy and grievance procedure are available at CBHC service locations and on the CBHC website. At off-site locations not controlled by CBHC where posting is not feasible, a written copy is made available upon request.

How to Raise a Concern or File a Grievance

A grievance is a written complaint, initiated verbally or in writing, regarding the denial or abuse of a client right. A grievance may be filed by the person served or by another individual or organization on the person's behalf.

You do not have to try informal resolution first.

Tell us

A grievance may be presented verbally or in writing to a Client Rights Officer, any CBHC staff member, or another person designated to receive grievances.

We will help put it in writing

If a grievance is made verbally, the Client Rights Officer or designee will prepare a written statement that accurately reflects the grievance and review it with the person filing it.

Official receipt date

The date CBHC first receives the verbal or written grievance is the official date of receipt and starts the response timelines.

Written acknowledgment

CBHC provides written acknowledgment within three business days after receipt.

Impartial review

CBHC conducts a prompt, impartial review. Immediate safety, mandatory-reporting, or protective actions are not delayed while a grievance is reviewed.

Resolution

CBHC makes a resolution decision within twenty business days after receipt. If extenuating circumstances require more time, CBHC documents the reason and provides written notice before the original deadline.

Corrective action

When a grievance is substantiated in whole or in part, CBHC takes appropriate corrective or preventive action and documents closure.

No retaliation

A person will not be denied services or subjected to retaliation because a grievance was filed or supported.

What the Written Acknowledgment Includes

- Date the grievance was received
- Summary of the grievance
- Overview of the investigation or review process
- Expected timetable for completion and notification of resolution
- CBHC contact name, address, and telephone number

Grievance Records

CBHC maintains grievance records for at least two years after resolution. Records include the grievance or written statement, acknowledgment, review documentation, written resolution/remedy, any documented extension, and corrective-action follow-up when applicable.

Outside Organizations You May Contact

You may contact an outside organization at any time. Filing with CBHC does not prevent you from contacting an outside organization.

Organization	Address	Telephone
Mental Health and Recovery Services Board	1500 Coal Run Road, Zanesville, OH 43701	740-454-8557
Ohio Department of Behavioral Health	30 East Broad Street, 36th Floor, Columbus, OH 43215	614-466-2596
Disability Rights Ohio - Intake	200 Civic Center Drive, Suite 300, Columbus, OH 43215	614-466-7264 or 800-282-9181
U.S. Department of Health and Human Services, Office for Civil Rights	200 Independence Avenue SW, Washington, DC 20201	800-368-1019 TDD 800-537-7697

Need Help Filing?

A CBHC Client Rights Officer or staff member will assist you with the grievance process if requested. Language assistance, auxiliary aids, accessible formats, and reasonable communication supports are available at no additional cost.

CBHC Main Office: 740-622-0033 | www.coshoctonbhc.org

Reference: Ohio Administrative Code Rule 5122-26-18, Client Rights and Grievance Procedure (effective August 1, 2026).