

Procedure Title:	Client Complaint and Grievance Procedure
Procedure Scope:	All programs and locations

Procedure Purpose: Northern Pines Mental Health Center provides a procedure outlining timelines for handling client complaints and grievances.

Procedure: On the day of each client’s admission, Northern Pines Mental Health Center (NPMHC) staff must explain the complaint and grievance procedure to the client. Once a complaint is received, the first point of contact will fill out a “Client Complaint and Grievance Form.” If initial complaint is not resolved by relevant Program Director, the complaint will be escalated to a grievance and sent to the Director of Operations and Clinical Director the same day as the issue was escalated to a grievance. Within three (3) business days of receiving a client’s verbal or written grievance, administration will send written notification to the client that the grievance has been received and is being investigated. If applicable, NPMHC must include a notice of the client’s separate appeal rights for a managed care organization’s reduction, termination, or denial of a covered service. Within fifteen (15) business days of receiving a client’s grievance, administration will provide a written final response to the client.

Clients may submit a complaint by contacting NPMHP at:

Phone: 320-639-2025

Mail: Northern Pines Mental Health Center

Attn: Complaints

823 Maple St.

Brainerd, MN 56401

If administration is unable to reach a solution to the client’s satisfaction, the client may contact:

Minnesota Office of Ombudsman for Mental Health and Developmental Disabilities

Phone: (218) 855-8761

<https://mn.gov/omhdd>

332 Minnesota Street

Suite W1410, First National Bank Building

St. Paul, Minnesota 55101-2117

Board of Behavioral Health and Therapy

Phone: (651)201-2756 Fax: (651)797-1374

bbht.board@state.mn.us

335 Randolph Avenue, Suite 290

St. Paul, MN 55102

Department of Human Services (DHS), Licensing Division

Phone: (651) 431-6500

<https://mn.gov/dhs/general-public/licensing>

444 Lafayette Road N.

St. Paul, MN 55155-4312

Department of Health, Office of Health Facilities Complaints

Health Regulation Division

Phone: (651) 201- 4200

Health.fpc-web@state.mn.us

Golden Rule Building

85 East 7th Place

Saint Paul, MN 55101

Minnesota Board of Social Work

Phone: (612)-617-2100/ (888) 234-1320

Social.work@state.mn.us

335 Randolph Ave

Suite 245

St. Paul, MN 55102-5502

Legal Citation: [MN Statute 245L.12 Sub.5 CLIENT RIGHTS AND PROTECTIONS](#)

