

Cornerstone Behavioral Healthcare

Section 5. Complaint Investigation

A. Complaints:

1. When a complaint is filed with the Department of Health and Human Services (Department), Cornerstone Behavioral Healthcare (CBH) will not retaliate against either the client or any representative.
2. Any finding will be addressed by CBH once we have been appropriately notified.

B. Department's Toll-Free Number Posted:

1. CBH will post the Department's toll-free telephone number, website URL, and grievance procedure in an area visible to clients at each site to enable clients or staff to contact the Department to make a complaint about the organization.

C. CBH Grievance Procedure:

1. See Section 5.A Complaints and Section 12.F Reporting Adverse Occurrences procedure and forms.
2. A copy of the client notification of the grievance procedure will be stored in the client's chart
3. See Section 5.B Department's Toll-Free Number Posted for posting of procedure.

D. Department Complaint Investigation:

1. CBH will comply with the Department's rules regarding complaint investigations.

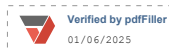
E. Report Adult Abuse, Neglect, or Exploitation:

1. CBH will immediately report any suspected abuse, neglect, or exploitation of an incapacitated or dependent adult to Adult Protective Services at 1-800-624-8404, available 24 hours a day, 7 days a week. CBH will also immediately call or submit a report to the Division of Licensing and Certification if the alleged abuse, neglect, or exploitation occurred in the context of service provision through the organization. CBH will follow the electronic submission process as required by DHHS.

F. Report Child Abuse, Neglect, or Exploitation:

1. CBH will immediately report any suspected abuse or neglect of a child to Child Protective Services at 1-800-452-1999, available 24 hours per day/7 days per week. CBH will immediately call or submit a report to the Division of Licensing and Certification if the alleged abuse, neglect, or exploitation occurred in the context of service provision through the organization. CBH will follow the electronic submission process as required by DHHS.

Frank Willard



CEO

01/06/2025

Date

Sharon Jordan



Clinical Director

01/27/2025

Date