

Cornerstone Behavioral Healthcare

Section 5. Complaint Investigation

A. Complaints:

1. When a complaint is filed with the Department of Health and Human Services (DHHS) against Cornerstone Behavioral Healthcare (CBH), CBH will not retaliate against the client or any representative. All complaints received by CBH will be forwarded to the CEO and Clinical Director (Executive Leadership).
2. All filed complaints will be addressed by Executive Leadership with the help of Senior Management.

B. DHHS's Toll-Free Number Posted:

1. DHHS's toll-free telephone number, website URL, and grievance procedure are posted in areas visible at each site to enable clients or staff to contact DHHS 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. The procedure for filing a complaint is included on the poster referenced in Section 5.B DHHS's Toll-Free Number Posted above.

D. DHHS Complaint Investigation:

1. CBH will comply with DHHS's rules regarding investigation into complaints, incidents of suspected abuse, neglect, exploitation, inadequate care or supervision, and allegations of the organization's failure to comply with Behavioral Health Organizations Licensing Rules, 10-144 Code of Maine Rules, Chapter 123, or client rights violations that are brought against the organization.

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 child abuse or neglect to Child Protective Services at 1-800-452-1999, available 24 hours a day, 7 days a 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

07/15/2025

Date

Sharon Jordan

Clinical Director

07/15/2025

Date