



Persons Served Grievances, Appeals, and Recipient Rights Process

Privacy and Recipient Rights Officer:

Director of Mission Impact

Phone: 313-365-3368

Email: Feedback@RuthEllisCenter.org

Address: 95 Victor St. Highland Park, MI 48203

The Ruth Ellis Center provides a grievance, appeals, and recipient rights process available to all persons served.

A grievance may be filed due to:

- A problem about an interaction with Ruth Ellis Center staff.
- Disagreement with a reduction or elimination of services.
- A problem with facilities.
- A problem has been brought to a supervisor or director, but you believe no action has taken place or that the action was insufficient.
- An alleged violation of your rights has occurred, including abuse or neglect.

Ruth Ellis Center prohibits any form of retaliation against any persons served or staff for filing a grievance under this policy.

Procedure:

1. Persons served who have a grievance or concern can contact the program's immediate supervisor or the department director.
2. If the problem is not resolved or if the person served fears retaliation, the grievance can be filed directly with the Mission Impact Department either in-person, via email, via physical form, via electronic form, or by calling the grievance hotline.
3. A member of the Mission Impact Department will conduct an investigation into the grievance allegations.
4. The findings from the investigation will be communicated to the person served, as well as Ruth Ellis Center's Executive Director.
5. Ruth Ellis Center will set up a meeting to review the results of the investigation and offer next steps to address the grievance.

If you are receiving Behavioral Health services through Ruth Ellis Center, you may also contact Detroit Wayne Integrated Health Network's Office of Recipient Rights.

- **Phone:** [\(313\) 344-9099](tel:3133449099) ext. 3249
- **Toll-free:** [\(888\) 339-5595](tel:8883395595)
- **TTY:** [\(888\) 339-5588](tel:8883395588)
- **Fax:** [\(313\) 833-2043](tel:3138332043)

Got Thoughts?

Do you have thoughts, feedback, grievances, or concerns?

Let us know!

How to share your thoughts:

- Ask any staff member for a **paper copy** of the feedback form. Return the feedback form to any staff member.

OR

- Call **313-365-3368** to share your feedback by phone.

OR

- Email FEEDBACK@RuthEllisCenter.org to share your feedback by email.

OR

- Scan the **QR Code** with your phone to fill out an online form.



A Ruth Ellis Center staff person will follow up to respond to your feedback.

Ruth Ellis Center Grievance Form: Do you have a complaint, grievance, or concern you want to share with the Ruth Ellis Center? You may use this form to share your feedback. A Ruth Ellis Center staff person will attempt to contact you to speak to you about your feedback, gather additional information, and provide options for restoration.

Today's Date		Name of person making the complaint	
Phone number of person making the complaint		When did this occur?	

Please describe what occurred (use the back side of this form for more space).

To submit this form, you may do any of the following:

- Place in a Grievance Drop Box located in any REC facility.
- Drop off at the front desk of 95 Victor St.
- Give to a REC staff member.
- Mail to:
 - ATTN: Mission Impact Department
Ruth Ellis Center
95 Victor St. Highland Park, MI 48203