

COMPLAINT PROCESS

Yamhill County Health & Human Services

*You can get this document in a larger print size or in a different format.
You can also get this document in some languages other than English.
If interested, ask the reception for this.*

A complaint is when a client shares they are not satisfied with the services of Yamhill County Health and Human Services (YCHHS).

YCHHS knows that disagreements can occur about services. Our goal is to encourage clients to voice their concerns and reach agreed upon solutions. A committee reviews the complaints and solutions to find ways we can improve services. Individuals have the right to share concerns without fear of retaliation.

If you have a complaint, you are encouraged to talk directly with the staff involved. You may give the feedback verbally or in writing. You may request help from staff or someone else to share a complaint. It will be helpful to know the solution you desire to your complaint. YCHHS' goal is to provide a resolution for each complaint within 5 working days from getting it, and have up to 30 calendar days.

If you believe the issue behind your complaint could cause harm to your life, health, or ability to function, you may request a faster review. In such cases, YCHHS will review and respond in writing to your complaint within 48 hours of receiving the complaint.

The following is listed in steps, yet you may start anywhere in the process.

1. Share the complaint with the staff person involved.
2. You may share the complaint with your therapist.
3. If you are not able to speak with the staff involved, or do not have a therapist, you may share the complaint with the manager.
4. You may complete a Complaint Form which is available in the waiting room. You may also get a Complaint Form from your therapist, reception, or other staff. Once the Complaint Form is complete you may follow the instructions on the form or give it to any staff, the manager, or mail to the following address.

Mail to: Yamhill County HHS Attention: Quality Manager
627 NE Evans St.
McMinnville, OR 97128

5. You may share your concerns with the Director of YCHHS at (503) 434-7523.
6. If you are not satisfied with the complaint resolution, you may appeal it in writing within 10 business days.

IF YOU ARE...	CONTACT	PHONE NUMBER
Yamhill County Health and Human Services Client	YCHHS Complaint's Representative	(503) 434-7523 (Adult McMinnville) (503) 434-7462 (Youth McMinnville) (503) 538-8970 (Newberg)
Oregon Health Plan & Non-Oregon Health Plan Clients	Health Systems Division	1-800-527-5772 (Toll Free)
	Disability Rights Oregon	(503) 243-2081 or 1-800-452-1694 (Toll Free)
Yamhill Community Care Organization Member (YCCO) for Mental Health and Substance Use Disorder Services	YCCO Complaint's Representative	1-855-722-8205 (Toll Free)
	OHP Client Services Unit	1-800-273-0557 (Toll Free)
Experiencing a problem with, or seeking information about programs or services provided by Department of Human Services	Governor's Advocacy Office	(503) 945-6904 or 1-800-442-5238 (Toll Free)
Developmental Disabilities Client	Developmental Disability Services	(971) 701-5299
	Disability Rights Oregon	(503) 243-2081 or 1-800-452-1694 (Toll Free)
Oregon Health Plan Member or Representative Requesting an Administrative Hearing	State Department of Human Services	Local DHS Office
	YCCO Complaint's Representative	1-855-722-8205 (Toll Free)
	Health Systems Division	1-800-527-5772 (Toll Free)
Contacting Licensing Boards	Oregon Board of Licensed Social Workers	1-866-355-7050 (Toll Free)
	Oregon Board of Licensed Professional Counselors and Therapists	(503) 378-5499
	Mental Health & Addiction Certification Board of Oregon MHACBO	(503) 231-8164
	Oregon Board of Psychology	(503) 378-4154
	Oregon State Board of Nursing	(503) 673-0685