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| **MONTCALM CARE NETWORK PROCEDURE 611 North State Street, Stanton, MI 48888** | |
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| SUBJECT: Recipient Rights Intervention  Process | Section: 8901A |
| Effective Date: February 23, 2005 | Revised Date: February 9, 2018; February 28, 2018 |
| Version: 1 | Status: Current |

Upon receipt of a Recipient Rights Complaint, written or verbal, or upon determination that an Incident Report represents an alleged violation, the Recipient Rights Officer will:

1. Log the receipt of the allegation and assign a complaint number;
2. The Office of Recipient Rights will conduct an intervention on apparent or suspected rights violations using a preponderance of evidence standard and in compliance with the standards established by MDHHS.
3. If the facts of the alleged violation are clear and the remedy, if applicable, is clear, easily obtainable and does not involve required statutorily required disciplinary action, the Recipient Rights Officer will:
4. Facilitate resolution of the complaint;
5. Document the resolution in writing including any remedial action;
6. Distribute the written intervention to the recipient;
7. Close the investigation.
8. If notified that the recipient is unsatisfied with the results of the intervention, the Recipient Rights Officer shall reopen the case as an investigation.