The Stepping Stone Drop-In Center Association

PROCEDURE: Complaint of Rights Violation

PURPOSE: To outline the steps to file a complaint of rights violation by agency staff, volunteer, consultant, or peer.

Per *Part He-M 315–Rights of Persons Receiving Peer Support Services* every Member, Participant, and applicant for membership shall have the right to file a complaint, which may be made either orally or in writing. A person filing a complaint may request to keep their identity confidential throughout the complaint process. In this case, they shall be notified that it may interfere with the investigation, the resolution of the complaint, or both.

I. Informal:
The Stepping Stone Drop-In Center Association (SSDICA) values direct communication. When there is a complaint or concern, it is expected that all parties will attempt to work together to address the complaint.
   A. The Member or Participant will notify staff of a complaint either orally or in writing.
      1. If orally, the staff will transcribe the complaint onto a Complaint Form.
      2. If in writing, the Member or Participant will complete the Complaint Form.
      3. Staff will document on the Complaint Form steps taken by all parties toward resolution (e.g., staff facilitated discussion between parties) and their outcomes.
      4. Staff will submit the completed Complaint Form to the Executive Director.
   B. The Executive Director will review the complaint and determine whether or not a formal investigation is warranted.

II. Formal:
If the issue remains unresolved or at the request of the person making the complaint a formal process will be followed to investigate the allegation of rights violation per *He-M 204–Rights Protection Procedures for Mental Health Services*.
   A. SSDICA will provide a trained investigator who will attempt to resolve or take appropriate action.
   B. SSDICA will provide a Member or Participant who files a complaint the opportunity to have someone assist in presenting the complaint. If the Member or Participant cannot obtain assistance, the agency staff, upon the Member's or Participant's request, shall attempt to obtain assistance from available advocacy services.
   C. The investigation of a complaint will not be conducted by any person who participated in the action or decision that is the subject of the complaint.
   D. Following completion of a formal investigation, SSDICA's Board of Directors will issue a written decision to the Member or Participant within 20 business days, setting forth the disposition of the complaint. SSDICA will forward immediately a copy of the decision to the Office of Client and Legal Services (OCLS).
   E. A Member or Participant may appeal the finding and proposed resolution to the complaint in accordance with *He-M 204–Rights Protection Procedures for Mental Health Services*, and *He-C 200–Rules of Practice and Procedure*.
   F. If the formal investigation determines the complaint is founded or the subject of the investigation is arrested, the subject of the investigation may be suspended. Upon suspension an immediate review will be conducted by the PSA director or his or her designee.

Reference:	He-M 315
Approved by:	Members; OCLS; BMHS; Board of Directors
Date of approval:	12/15/14; 5/7/15; 8/23/17; 9/20/17
Date of revision:	4/2026
Approved by:	Members; OCLS, BMHS; Board of Directors
Date of approval:	4/23/26; 10/21/26; 11/12/26