

## Complaint Trends

Complaint data is utilized at the LME level to inform management of trends that may justify further action or indicate an issue in the catchment area.

Trends and patterns are reported to the LME Client Rights Committees, Consumer Family Advisory Committees (CFAC), Board of Directors, Quality Management, Area Director and LME Division Directors to ensure an expedient response to potential areas of concern.

The LME looks at complaint patterns to identify opportunities for quality improvement and provide technical assistance when needed to ensure that appropriate actions are being taken.



Involvement and feedback helps to build a working relationship between the LME, the providers and the consumers we serve, with the ultimate goal of providing the best quality of services.

## Customer Service

The Office of Customer Service was organized to formalize the LME's response to consumers, family members, advocacy groups and individuals and other agencies within the community. It is our belief that those who use and work within the mental health, developmental disabilities and substance abuse service system should have the opportunity to be involved to the greatest extent possible in the planning and monitoring of these programs.

Southeastern Regional  
MH, DD, and SA Services  
450 Country Club Road  
Lumberton, NC 28360

Place  
Stamp  
Here

# Southeastern Regional

Mental Health, Developmental Disabilities  
and Substance Abuse Services  
...a Local Management Entity (LME)



In service to the people of  
Bladen, Columbus,  
Robeson and Scotland  
Counties since 1964

# 1-800-760-1238



## Customer Service Issue

Name: \_\_\_\_\_

(You may check anonymous below)

Address \_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

You are completing this form as:

- Anonymous       Attorney
- Consumer         LME Staff
- Provider           Other

\_\_\_\_\_

Your Customer Service Issue is a:

- Complaint/Concern
- Compliment
- Request for Information
- Other

Briefly tell us your concerns:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

I would like to be contacted at the number

above:  Yes       No

# Complaint Process

North Carolina Administrative Code (10A NCAC 26G.7001–7003) requires that all Mental Health, Developmental Disabilities and Substance Abuse Local Management Entities (LMEs) utilize standardized complaint response and complaint reporting procedures regarding services provided in their catchment areas. These rules state that LMEs are required to receive, review, respond to and report complaints regarding any mental health, developmental disability and/or substance abuse service. This requirement includes complaints regarding all facilities licensed under NC General Statute 122C Article 2 (except hospitals), unlicensed community-based services and LME services.

We define *complaints* as “any expression of concern in writing or orally that the complainant perceives as a problem.”

Consumers, family members, advocates, providers, individuals within the community and LME staff have the right to express opinions, recommendations and complaints concerning the provision of services within the catchment area.

The Customer Services staff shall assist any complainant who requests assistance in filing a complaint and shall also provide consumer information materials describing the complaint process and how to contact advocacy groups.

Upon receipt, a complaint is documented on a Customer Service Complaint Form and entered into a database for tracking purposes. The complaint is reviewed to determine:

- **The category of the complaint;**
- **If it can be resolved by informal conflict resolution or formal investigation;**
- **If it will be transferred to another agency that can best resolve the complaint and/or has jurisdiction over the complaint issues.**

Customer Services will acknowledge receipt of complaint and inform complainant whether the complaint will be addressed informally or by conducting an investigation. Upon resolution, Customer Services will notify the complainant in writing of the results of the informal or investigation process

In responding to all issues and/or types of complaints, the Customer Service Division shall adhere to safeguards for protecting the identity of the complainant and for protecting the complainant and any staff person from harassment or retaliation

Consumers and/or legally responsible persons shall be informed of the complaint process. Upon their expressed (verbal) consent (during the STR process or complaint intake/resolution), information will be mailed explaining the complaint process, information concerning their rights, consumer handbook, and information regarding how to access mental health services.

## Ad Hoc Appeal Review Committee

The LME recognizes the importance of having an orderly appeal process for resolving disputes.

Should the complainant disagree with the informal process of investigative actions, the complainant may file an appeal in writing to the LME Director.

The LME Director shall convene an Ad Hoc appeal review committee.

The Ad Hoc Appeal Review Committee determines if Customer Service failed to comply with Policies or procedures and, if appropriate actions and resolution was taken. The Ad Hoc Appeal Review Committee may make additional recommendations related to the appeals it reviews.

If the Ad Hoc Appeal Review Committee determines that the outcome of the resolution or investigation was conducted in a manner that was inappropriate or in violation of 10A NCAC 27G.7002 or 10A NCAC 27G.7003 the committee shall document to the complainant what corrective actions, if any should be taken.

The decision of the LME Director after any appeal reviewed by the Ad Hoc Review Committee is final and binding and not subject to further appeal to the Committee.