

Clients may file a grievance about the actions or behavior of their mental health advocate associated with their current mental health commitment. This grievance will have no effect on the current committal order.

How to File a Grievance

- To initiate a grievance, the client must send a written request for review, postmarked within ten (10) calendar days of date the alleged event occurred. Please send the request to:
NWIACC MH Advocate
155 S. Hayes P. O. Box 380
Primghar, IA 51245
- The NWIACC Mental Health Advocate will collect additional information from the client and other sources, if necessary. Following a review of additional information and other relevant facts, the Advocate will issue a written decision no later than five (5) working days following receipt of the written request for review. A copy of the decision shall be sent to the client by regular mail.
- If the client is not satisfied with the outcome, the client may arrange a meeting with the NWIACC Administrative Offices of the Mental Health Advocate (NWIACC CEO and O'Brien County Auditor) within ten (10) working days of receipt of the Advocate's decision. The client will be notified of the meeting time, day, and location of this meeting with these administrators by regular mail. The client will receive a written decision within five (5) working days following this meeting. A copy of the decision shall be sent to the client by regular mail.
- The written decision of the NWIACC Administrative Offices of the Mental Health Advocate shall inform the client of the client's right to further review by the O'Brien County Board of Supervisors. A request for further review by the Board of Supervisors shall be made by giving notice to the Board in writing within seven (7) days of receipt of the Administrative Offices of the Mental Health Advocate decision.
- The O'Brien County Board of Supervisors will give notice of the review to the client personally or by certified mail. The review will be held within ten (10) working days of delivery of the notice. Following the review, the Board of Supervisors will deliver its decision to the client within ten (10) working days by certified mail.

If you are unable to resolve a complaint regarding your advocate through the County's grievance process, you can contact the: **Office of Ombudsman**

Ola Babcock Miller Building
1112 East Grand Avenue
Des Moines, IA 50319
Phone: 1-888-426-6283
Fax: 515-242-6007