




**COBB COUNTY COMMUNITY SERVICES BOARD
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

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Policy # 1012	Client Rights Representative /Human Rights Officer
Origination Date: February 1998	
Revision Date: December 2003; February 2004; May 12, 2008; May 1, 2009, April 5, 2012, September 25, 2012, August 10, 2017	
Reviewed Date: February 5, 2006; May 10, 2007; May 25 2010, April 15, 2013,	
Approved:  _____ Bryan G. Stephens, Interim Executive Director	

POLICY:

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board to appoint a Human Rights/Client Rights Representative who is responsible for reviewing client grievances and conducting investigations where appropriate.

PROCEDURE:

1. The Executive Director designates the Human Rights Officer (HRO)/Client Rights Representative (CRR).
2. The duties of the HRO shall include, but may not be limited to the following:
 - a. Ensure that individuals or guardian of the individual served are informed of their rights and responsibilities and given opportunities to receive relevant education;
 - b. Provide ways for individuals served to have an opportunity to discuss and ask questions about their rights;
 - c. Train all staff, during orientation, regarding the rights of individuals served as defined in these regulations;
 - d. Assisting individuals served with exercising their rights; and
 - e. Monitor the implementation of human rights regulations throughout the Behavioral Health Crisis Center.
3. Clients of the Community Services Boards are informed of the grievance process upon admission to services.
 - a. The client signs the Consent for Services, which verifies that the client has been informed of his/her rights and responsibilities.
 - b. Postings regarding the Client Rights Representative, the confidentiality policy, and the procedure for filing a compliant or grievance are displayed in each programmatic location of the agency.
4. The HRO/CRR reports directly to the Executive Director regarding the outcome of any investigations and/or reviews of a grievance.
5. All documentation of a HRO/CRR review or investigation is kept in the HRO/CRR office.
6. The client works in conjunction with the agency liaison to resolve a complaint or grievance