

COMPLAINT AND PROBLEM-SOLVING HANDOUT FOR RESIDENTS & CLIENTS

This handout explains what to do if you have a concern, problem or complaint about the care you receive in an IYR program, how to request that your problem or concern be reviewed and addressed by IYR leadership and explains that you will not be punished or mistreated if you express your concern, identify a problem, or make a complaint. The purpose of this process is to help ensure your physical and emotional safety while in the program, and to help resolve any problems you might have with your care.

- The IYR has a process available to you for making complaints, solving problems, or expressing your concerns about your treatment in any IYR program.
- **It is your right to express your concerns, identify a problem, or make a complaint about any aspect of your treatment at any time, and to have those concerns, problems, or complaints reviewed and answered fairly and quickly.**
- Before turning in a Complaint/Problem Solving Form, you are asked to first try to resolve the problem or situation with the person(s) involved. However, we also understand you may not feel comfortable bringing up your concern or problem to certain people. If you don't feel you can solve the problem directly, then you should turn in a Complaint/Problem Solving Form.
- To make a complaint, get a Complaint/Problem Solving Form from the location identified during your orientation into the program. If you cannot find a Complaint/Problem Solving Form, tell an IYR staff member, contact the Client Advocate at 208-377-2613, or share your concern through our website: <https://www.youthranch.org/contact-us>. You may call collect.
- IYR staff members are forbidden to mistreat, punish, discipline, discriminate, or seek revenge against you in any way for raising your concerns, identifying a problem, or making a complaint. If you believe you are being mistreated or someone is retaliating against you because you raised your concerns, identified a problem, or made a complaint, contact the Client Advocate immediately at IYRClinicalQuality@youthranch.org or 208-377-2613. You may call collect.
- You may contact the following organizations to voice concerns, complaints, and/or grievances:
 - The Joint Commission:
 - Online: [Submit a new patient safety event or concern](#)
 - Online: [Submit an update to your incident](#) (You must have your incident number)
 - Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
 - The Idaho Department of Health and Welfare
 - <https://healthandwelfare.idaho.gov/contact-us>
 - The Idaho Department of Health and Welfare Bureau of Facility Standards
 - 208-334-6626
 - <https://healthandwelfare.idaho.gov/providers/facility-standards/facility-standards-resources>
 - The US Department of Health and Human Services Office of the Inspector General
 - <https://oig.hhs.gov/about-oig/contact-us/>