

Procedure for Reporting an Incident of Discrimination, Harassment, or Retaliation

Consumers who believe they are being subjected to discrimination, harassment, or retaliation, may, if they feel comfortable doing so, advise the offender that his or her behavior is offensive and request that it stops. Consumers who are not comfortable doing this or who have done this and the offensive behavior continues are encouraged to promptly report the behavior to their primary provider at the Swanson Center. Swanson Center encourages reporting of all perceived incidents of discrimination, harassment, or retaliation regardless of the offender's identity or position. While no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of discrimination, harassment, or retaliation.

Should a consumer express that he/she has not been treated fairly, the consumer shall be encouraged to present his/her complaints or concerns to his/her primary provider in a treatment setting.

If the consumer is not able, or chooses not, to successfully resolve their concern in a treatment setting, the consumer will be directed to complete a **Consumer Complaint Form - Request for Review** so the concern may be formally addressed outside of the treatment process.

If the consumer is hesitant to present their concerns to the primary provider or to complete the Consumer Complaint Form independently, he/she may request or be directed to an ombudsman to assist in the process.

The **Consumer Complaint Form - Request for Review** will be reviewed by the immediate supervisor of the consumer's primary provider and the Management Team as necessary to negotiate a resolution to the complaint as stated in Swanson Center's policy RI 18.5.

If no satisfactory resolution to the complaint is reached at any level, the consumer is encouraged to seek legal recourse.

At any time, consumers may call the Division of Mental Health and Addiction (DMHA) Consumer Service Line at (800) 901-1133 to report their concerns.

At any time, consumers may call Indiana Disability Rights at (800) 622-4845 to report their concerns.