



Mental Health, Alcohol and Drug Advisory Board

MENTAL HEALTH, ALCOHOL AND DRUG ADVISORY BOARD	WRITTEN BY: Nicole Carroll	REVIEWED
		MHADAB Executive Committee
EFFECTIVE: May 5, 2021	SUBJECT: Complaint Presentation Policy	
APPROVED: May 5, 2021		

Policy

Occasionally, Mental Health, Alcohol and Drug Advisory Board (MHADAB) members receive complaints from the public related to various mental health, alcohol and drug services issues or proposed legislation. MHADAB members only have authority to respond to complaints when acting as part of the entire MHADAB. This policy addresses how complaints shall be referred to the entire MHADAB to ensure that the MHADAB responds as an entire Board.

Procedure

- A. Complaints about specific Agency employees will be communicated directly to the Agency Director or the appropriate Branch Director.
- B. The general nature of a program complaint received by a Board member will be communicated to the Board Chair and will be agendaized for discussion with Agency executive leadership at the next meeting of the MHADAB Executive Committee. The board member who received the complaint is strongly urged to attend the Executive Committee Meeting to present the information, but it is not required.
- C. The Executive Committee will discuss the complaint with Agency executive leadership and determine if the issue can be investigated and resolved by Agency staff or needs to be placed on the next regular MHADAB general membership meeting agenda. The Board Chair will communicate back to the board member who received the complaint regarding the decision of the Executive Committee.

- D. If an urgent complaint is received by a Board member, and a regularly scheduled meeting of the Executive Committee is not scheduled in the near future, the Board member may contact the Board Chair to request that a special meeting of the Executive Committee be scheduled to consider the complaint.
- E. If the issue is not placed on a regular general membership meeting agenda by the Executive Committee, and the board member who received the complaint believes the whole MHADAB should hear about the complaint, s/he may raise the issue at the next general membership meeting during the Board Member Comments/Reports item on the agenda.
- F. Complaints will only be presented if they concern an issue that falls under the subject matter jurisdiction of the Mental Health, Alcohol and Drug Advisory Board.
- G. If a complaint from any source is heard at a general membership meeting during Board Member Comments/Reports, the MHADAB may choose to agendize the topic of the complaint for the next regular general membership meeting.