Mental Health Advocate Grievance Policy

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 from the date of the incident giving rise to the grievance. Please send the request to:

  Judicial Mental Health Advocate
  PO Box 380
  Primghar, Iowa 51245

- Within five (5) working days of the receipt of the written request for review, the Mental Health Advocate and/or designee will collect additional information and other relevant facts and will issue a written response to the grievance. 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 Administrative Offices of the Mental Health Advocate (O'Brien County Board of Supervisors Chairperson and O'Brien County Auditor) within ten (10) working days of receipt of the Advocate's decision. The client will be notified of the 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 Administrative Offices of the Mental Health Advocate shall inform the client of their 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 decision of the Administrative Offices of the Mental Health Advocate.
- The O'Brien County Board of Supervisors will give notice of the review to the client personally or by certified mail. The review shall 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 may contact the:

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

Note: The Administrative Office of the Mental Health Advocate or the O'Brien County Board of Supervisors are not required to disclose the specific action(s) taken, if any, regarding this grievance. The time lines above may be extended by mutual agreement of the parties.

Mailing Addresses:

- O'Brien County Auditor's Office, 155 S. Hayes, PO Box 380, Primghar, Iowa 51245
- O'Brien County Board of Supervisors, 155 S. Hayes, PO Box 380, Primghar, Iowa 51245