

INSTRUCTIONS FOR THE COMPLAINANT

This BCHS-SUD-205 form shall contain the official response from the substance use disorder program addressing your recipient rights complaint. You should receive a copy of BCHS-SUD-205 report from the program no later than **30 working days** after the program rights advisor received BCHS-SUD-200 form. Once you have received this official BCHS-SUD-205 response, you will have **15 working days** to decide to accept the findings and/or action plan or to file an appeal. The findings are final after 15 days if no appeal is filed.

To file an appeal, complete form BCHS-SUD-210 that can be located at www.michigan.gov/laraxxx or you may request one from bchs-statelicensing@michigan.gov.

INSTRUCTIONS FOR THE PROGRAM RIGHTS ADVSIOR

- Initiate investigation within 10 working days of receipt of the BCHS-SUD-200 complaint form.
- Complete this form BCHS-SUD-205 within 25 working days of receipt of the BCHS-SUD-200 form.
- This BCHS-SUD-205 form serves as the official notice of the program rights advisor's final recommendation for resolution of the complaint.
- Within 5 working days of completing the investigation, provide copies of pages 1 and 2 of this BCHS-SUD-205 form to the complainant and page 1 of this form to the Regional Entity Rights Consultant.

Per **R 325.1399 (2)** if circumstances prevent the completion the initial complaint being investigated within 10 working days of receipt of the complaint and recipient rights procedures and timeframes, you must submit a written report to the Department stating the reasons for tardiness and the action being taken to expedite the completion of the procedure. Complete section 1 on page 1 of this BCHS-SUD-205 form and provide copy to the Department.

INSTRUCTIONS FOR THE REGIONAL ENTITY RIGHTS CONSULANT

Per R.325.1399 (5), the Regional Entity Rights Consultant must monitor the implementation of remedial actions recommended by the program rights advisor and must notify the program rights advisor of situations where time limits appear unreasonably short or long or where unforeseen problems cause a delay in implementation of recommended remedial actions.

The Department of Licensing and Regulatory Affairs will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, marital status, disability or political beliefs. If you need assistance with reading, writing, hearing, etc., under the Americans with Disabilities Act, you may make your needs known to this agency.