

**ND RYAN WHITE PROGRAM PART B
NORTH DAKOTA DEPARTMENT OF HEALTH**

GRIEVANCE RESOLUTION PROCEDURE

Grievance resolution procedure outlines the steps for clients to voice their complaint or grievance. Grievances must be filed with the case management agency prior to filing with the North Dakota Department of Health.

Each agency's consumer grievance policy must be posted in a visible location. Agency staff must make clients aware of their grievance policy during the intake and annual recertification process.

PROCEDURE

1. The issue is first presented to their case manager. Case manager and client will work on resolving the issue.
2. In the event that the client's concerns and grievances are not resolved, case manager will present the client with their agency's grievance policy.
3. In the event that even after the completion of the case management agency's grievance protocol, the client is still not satisfied with the resolution, the client can fill out the N.D. Ryan White Program Part B Grievance Resolution Form (SFN 60629) and send to:

Ryan White Program Coordinator
North Dakota Department of Health
2635 East Main Avenue
P.O. Box 5520
Bismarck, N.D. 58506-5520

4. Ryan White Program Coordinator will review the issue, and respond in writing within 14 days of receipt of the written statement.