Chapter Title	Chapter #		Subject #
Recipient Rights	RR		106
Subject Title **Use of Mediation**	Adopted 9/30/02	Last Revised 3/16/16	Reviewed 9/22/05; 3/26/07; 7/27/09; 9/27/10; 9/26/11; 1/28/13; 3/24/14; 3/18/15; 3/16/16; 3/15/17; 3/14/18; 3/13/19; 12/18/19; 3/22/21; 3/28/22; 3/27/23

POLICY

Application

This policy shall apply to The Right Door for Hope, Recovery and Wellness and all services operated by or under contract with it.

1.0 PURPOSE

To communicate the intent of the Board and Administration of The Right Door for Hope, Recovery and Wellness to resolve disputes in the most conciliatory manner possible, consistent with the best interests of recipients, the organization and the community it serves.

2.0 POLICY

It is the policy of the Board that mediation shall be offered as an alternative dispute resolution mechanism as mandated by the Mental Health Code.

3.0 RESPONSIBILITIES

3.1 The Chief Executive Officer is responsible for developing procedures defining situations or circumstances, other than recipient rights disputes, in which The Right Door for Hope, Recovery and Wellness would offer to participate in Mediation in order to resolve a dispute.

3.2 The Recipient Rights Officer shall be responsible for ensuring that an offer of Mediation is made to complainants and appellants to resolve disputes involving recipient rights as mandated by Chapters 7 and 7A of the Mental Health Code.

3.3 The Recipient Rights Officer shall be responsible for providing a referral(s) to an advocacy group or individual from outside the agency to assist in the mediation process.

References

Michigan Mental Health Code, 330.1752, 330.1776, 330.1776, 330.1784, and 330.1788

The Right Door for Hope, Recovery and Wellness

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Deborah McPeek-McFadden, Board Chairperson	Date		