



# Bucks County

**Division of Human Services  
Dept. of Behavioral Health/Developmental Programs  
55 East Court Street, 4<sup>th</sup> Floor  
Doylestown, PA 18901  
215-444-2800  
215-348-7822 (FAX)**

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Administrator**

## **Bucks County Behavioral Health/Developmental Programs Complaint Resolution Protocol**

### **Scope**

This protocol applies to the County ID Program and Administrative Entity.

### **Purpose**

In-order-to promote participant rights, health and safety, quality of life and greater service quality/effectiveness, the County Program and Administrative Entity is responsive to feedback and concerns from: individuals, family members, representatives, advocates, stakeholders, and the community at large.

### **Protocol**

1. Bucks County encourages individuals, family members, representatives, advocates, stakeholders, and the community at large to contact Bucks County Department of Behavioral Health/Developmental Programs (BH/DP) with any type of issue or complaint, including issues/complaints regarding provider, Supports Coordination Organization (SCO) or AE performance.
2. The BH/DP Complaint Resolution system is neither a pre-requisite, not a substitute for a fair hearing.
3. Bucks County's Complaint Resolution protocol is posted on Bucks County's website at: <https://www.buckscounty.gov/962/Intellectual-DisabilitiesAutism-Services>
4. Complaints can be submitted via phone by contacting the BH/DP main number, 215-444-2800, which is fielded by administrative staff during normal business hours. Complaints received after-hours, via phone, will be fielded by the Department's on-call, after hours staff. Administrative and on-call staff will forward all received complaints to the Intellectual Disability/Autism Director (or designee) for follow-up.
5. Complaints can also be submitted via email to [dpintake@buckscounty.org](mailto:dpintake@buckscounty.org) The ID/A Director (or designee) will monitor [dpintake@buckscounty.org](mailto:dpintake@buckscounty.org) for receipt of complaints.
6. The complainant is contacted within 24 hours of complaint receipt and corrective action is planned in conjunction with the SCO or provider, if warranted.
7. When a complaint is received via telephone or by email, information relating to the complaint is obtained and entered into the BH/DP Complaint Resolution spreadsheet. Information collected includes, but it not limited to the complainant's contact information and the nature of the complaint. The information is then referred to the appropriate Departmental staff for follow-up. Corrective action is planned in conjunction with the SCO or provider, if warranted.
8. Corrective action must occur or be planned within 21 business days, unless there is an imminent health and safety risk, in which case corrective action is taken immediately.

9. If corrective action is not carried out, as planned, BH/DP staff will contact the appropriate entities to ensure that corrective action is undertaken or planned within 72 hours.
10. Complaints will remain open, until verification is received that corrective action has occurred.
11. The outcome of complaint related corrective action will be noted in the BH/DP Complaint Resolution spreadsheet.
12. Complainant will be contacted within 30 days of complaint submission to discuss its resolution status. Information regarding complaint resolution may be shared, where appropriate and within the confines of privacy and confidentiality.

Effective Date: August 30, 2022