



Making a Recipient Rights Complaint

Anyone can make a Recipient Rights complaint

Consumers, friends, relatives, employees, and community members can all make a Rights complaint. Anyone who thinks that a consumer's Rights have been violated should call the Office of Recipient Rights to report it. The Rights Officer will follow up on the report.

If you are not sure if something is a Rights violation, you can call the Office of Recipient Rights and talk to the Officer of the Day. Their phone number is: 734-544-3000.

All Staff are Required to Report a Rights Violation

All staff (including full-time, contractual, and external contract providers) are required to promptly report Recipient Rights violations to the Rights office.

Any staff member who thinks or knows that a consumer's rights have been violated must immediately tell the Rights Office. It does not matter if the potential violation was seen or heard directly or if it was discovered in some other way, it must be reported.

Not reporting a possible Recipient Rights violation is very serious and can result in disciplinary action.

A Rights violation is an action (or lack of action) by staff that violates the rights of a mental health consumer as protected under the Michigan Mental Health Code. A summary of consumers' rights can be found in the blue book titled "*Your Rights When Receiving Mental Health Services in Michigan.*"