

**Involuntary Termination  
from Services:**

A client may be involuntarily terminated from services if the client misses three sessions without contacting the agency, the client or stakeholder displays inappropriate or violent behavior, or the client is noncompliant with services or agency standards. Involuntary termination from services shall occur after the provider staff the case with the Officer Manager, and the client has the right to appeal the decision. In the event of involuntary termination due to client aggressive behaviors the agency shall provide referrals for treatment and shall attempt to insure linkage to such treatment within 72 hours post-discharge. After an involuntary termination from services, a client may be restricted from obtaining services for the agency at a later date.

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**Grievance Procedure  
& Restriction Policy**

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## Grievance Procedure

As noted in the Client's right pamphlet, the client has the right to report any infringement on their rights to both the agency and outside agencies.

- We ask that you first report the grievance to your service provider (if you feel comfortable).
- If the client is dissatisfied with the service provider response then they may talk to the officer manager and/or client's rights officer who is available during regular business hours. They will respond within 5 business days.
- If there is no resolution, the next step is to put the grievance in writing and direct it to the owner of the agency and the decision reached shall prevail.
- If the client does not agree with the decision they may contact any of the agencies listed on this brochure, who can assist in reaching some sort of resolution to the issue.

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## Restriction Policy

Restrictions may be placed upon a client should a client fail to adhere to their responsibilities or agency rules. These restrictions may be lifted depending upon the infraction and the corrective actions. Restrictions may include:

- Restrictions from access to scheduling appointments: a client who fails to pay a balance or who fails to maintain regular attendance may be restricted from scheduling appointments. This restriction may be full or partial ( e.g. restricting for scheduling a 'standing appointment', being placed on a 'cancellation list', or being 'doubled-booked'). Scheduling restrictions may be listed once a balance is paid in full or part or once the client proves regular attendance.
- Family members, significant others, and other stakeholders may be restricted from attending sessions with the client or from entering agency property if the other person has been inappropriate or threatening with the client or staff or if an

active restraining order exists.

- Transfer to another provider may occur if a client or other stakeholder is inappropriate with the initial provider or if a conflict of interest exists. The agency will take into account the best interest of the client, provider, and agency in this matter.
- Responsibility of full payment: if the client fails to notify the agency of a change in insurance coverage, the client may be responsible for the full charge of services (e.g. if your provider is not approved by the new insurance carrier, court ordered treatment, or non-disclosed insurance restrictions).
- Termination of services: a client's chart may be closed if a lapse in attendance occurs and the client fails to respond to agency attempts to reach the client. It is thus assumed the client no longer desires to continue treatment and the case will be closed. Termination of services may also occur if the treatment goals are met, the client refuses or terminates services, the

*Exceptions to these clauses will be determined on a case-by-case basis by the Office Manager.*