

Behavioral Health Department

PROCESS OF COMPLAINTS AND APPEALS

If you are receiving services from the Behavioral Health Department and you have concerns regarding the quality of care you are receiving, we encourage you to express your concerns.

How does the grievance procedure work?

If you have a complaint or are dissatisfied with some aspect of services provided to you, you may speak directly with the supervisor of that particular department or with the Director of Operations at the West Covina clinic. A written complaint may be mailed, faxed, or given to an office staff to be placed in the appropriate mailbox. Please ask your therapist or any Behavioral Health staff for a grievance form. In the event that your grievance is not resolved to your satisfaction, we will hold a formal meeting with all pertinent parties present to mediate a resolution to your grievance. If it is determined that it is necessary for you to change your behavior as part of the resolution process, you may be placed on a compliance contract. Please be informed that your decision to make a verbal or written complaint will not be held against you. *You will not be penalized for filing a grievance.* You may reach EVCHC's Behavioral Health Director at 626-919-4333 ext 2321 for questions or concerns regarding your grievance. In addition, you may reach the Clinic Compliance Manager at 909-620-8088 ext 3407.

Signature of Client _____

Print Name _____ Date ___/___/___

Signature of Witness _____

Print Name _____ Date ___/___/___

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