

Anything is Possible Youth & Family Services, LLC.  
Grace-Full Care, LLC.  
Grievance Policy

ANYTHING IS POSSIBLE YOUTH AND FAMILY SERVICES, LLC. and/or Grace-Full Care, LLC. has an established grievance procedure for patients to grieve alleged violations of their rights and/or AIP's responsibilities. Patients are allowed to file any form of grievance without violation of, or threat of violation of, their rights or privileges. Patients are notified of these policies and procedures at the time of their first appointment with AIP, and the agency's grievance policy is posted conspicuously in AIP's office.

These procedures are:

- 1) If a patient or staff member is dissatisfied with the services provided by ANYTHING IS POSSIBLE YOUTH AND FAMILY SERVICES, LLC or any issue related to his/her involvement with AIP, and/or believes that AIP is not complying with the ARS or A.A.C. Chapter 9, the patient may bring these concerns or complaints directly to any clinical staff member providing him/her services.
- 2) If this discussion does not resolve the issue or staff/patient is not satisfied with outcome, s/he may write a letter of complaint to AIP 793 N. Alma School Road Suite D4 Chandler, AZ 85224 Attention: Administrator and explain his/her concerns. A written response will be provided to the complainant within 14 days.

**Anything is Possible Youth & Family Services, LLC.**  
***Patient Grievance Report***

Complete this form and turn it into Adriana Hernandez, Agency Administrator at AIP Youth & Family Services, LLC. and Grace-Full Care LLC.

Patient Name: \_\_\_\_\_ Date: \_\_\_\_\_

Patient Description of Grievance: \_\_\_\_\_

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What patient wants done to solve this grievance: \_\_\_\_\_

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Agency Findings: \_\_\_\_\_

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Resolution to Grievance: \_\_\_\_\_

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Date that complaint/grievance was resolved: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_