



16. Grievance Policy

Client Full Name:

Client Date Of Birth:

How to File a Grievance:

Clients may file a grievance verbally or in writing at any time.

Grievances can be made to any staff member, who will assist in submitting it to the designated Grievance Officer (e.g., Clinic Director or Administrator).

Grievance Acknowledgement:

All grievances will be acknowledged in writing within 5 business days of receipt.

Grievance Investigation and Resolution:

The Grievance Officer will review the concern and, if needed, investigate further.

A resolution or a progress update will be provided to the you within 10 business days.

If the grievance is not resolved within 10 business days, you will be informed of the reason for the delay and provided with a new estimated timeframe.

Documentation:

All grievances, investigations, and outcomes will be documented and maintained confidentially in a secure location, separate from the client's treatment record.

Non-Retaliation:

Clients will not face retaliation or barriers to service for filing a grievance.

Further Appeal:

If you are not satisfied with the outcome, you may appeal to the Arizona Department of Health Services, Office of Behavioral Health Licensure:

ADHS Contact:

Office of Behavioral Health Licensure

150 North 18th Avenue, Suite 400, Phoenix, AZ 85007

Phone: (602) 364-2595

Website: azdhs.gov/licensing

ACKNOWLEDGEMENT OF RECEIPT OF PRIVACY NOTICE