Grievance and Appeal Procedure

Cobblestone Counseling Services, LLC is committed to the delivery of quality services that have been developed to meet the needs of each individual or family.

Policy:

Every client of Cobblestone Counseling Services, LLC has the right, without fear of punishment, to present a complaint (grievance) or request a second opinion (appeal) on a staff decision made regarding the care, treatment or other services received.

Procedure:

1. Clients of Cobblestone Counseling Services, LLC wishing to file a grievance or appeal should follow these procedures:
2. If a client has a grievance or appeal, the complaint can be reported to his/her counselor. A decision will be made on the complaint within 48 hours.
3. If the client is not satisfied with the decision, the client may appeal to Clinical Director, Kathleen Niblack, LPC and/or Business Administrator, Kim Parris. Either or both parties will investigate the complaint with the counselor or other involved parties and render a decision within 48 hours.
4. The client may, at any time, file a complaint with any of the agencies or individuals listed below.

Kathleen Niblack

Clinical Director

Cobblestone Counseling Services, LLC

10400 Vineyard Blvd, Ste H200

Oklahoma City, OK 73120

(405) 607-2995

[kathyn@cobblestonecounselingservices.com](mailto:kathyn@cobblestonecounselingservices.com)

Kim Parris

Business Administrator

Cobblestone Counseling Services, LLC

10400 Vineyard Blvd, Ste H200

Oklahoma City, OK 73120

(405) 607-2995

[kimp@cobblestonecounselingservices.com](mailto:kimp@cobblestonecounselingservices.com)

Grievance Coordinator

Office of the Advocate Defender

Oklahoma Department of Human Services

PO Box 25352

Oklahoma City, OK 73125

(405) 521-3491

Grievance Coordinator

Office of the Advocate General

Office of Juvenile Affairs

PO Box268812

Oklahoma City, OK 73126

(405) 530-2821

Grievance Docket Clerk

Legal Division

Oklahoma Health Care Authority

PO Box 18497

Oklahoma City, OK 73154

(405) 522-7217

Advocacy Division

ODMHSAS

2401 NW 23rd St, Ste 82

Oklahoma City, OK 73107

(866) 699-6605