

Title: Client Grievance Policy and Procedures 2024

Prepared by: Silvia Lazaro-Estala, MSW, LCSW– Clinical Director

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Client Grievance Policy and Procedures

At EL CONSULTORIO PLLC we are committed to providing the highest quality services to our clients and consumers. We strongly support the right of clients, service providers, or legal guardians to file a grievance regarding any aspect of our services, personnel, policies, or procedures. Your concerns are of utmost importance to us, and we strive to resolve any issues promptly and effectively. To maintain a positive relationship, we ask that you follow the steps outlined below. At any stage of this process, you have the right to file a grievance with the Colorado Department of Regulatory Agencies. Please be assured that no retaliation will occur against anyone who files a grievance.

Grievance Procedure:

1. Initial Discussion:
 - a. Address the grievance directly with the EL CONSULTORIO PLLC Clinician you are working with.
2. Escalation to Clinical Director:
 - a. If the grievance is not resolved to your satisfaction, submit your grievance in writing to the Clinical Director at EL CONSULTORIO PLLC. The Clinical Director will keep a log of grievances, noting the date of receipt and all subsequent communications to ensure compliance with this policy.
 - b. The Clinical Director will respond within 2 days of receiving the grievance and will begin an investigation, which may include scheduling a meeting to discuss the matter with the aim of resolving the grievance. If the grievance remains unresolved, you may appeal to the Board of Directors.
3. Escalation to chief executive officer (CEO):
 - a. Submit your written grievance to the CEO at EL CONSULTORIO PLLC within 2 business days after meeting with the Clinical Director.
 - b. The CEO will provide a written response with recommendations within 10 business days of receiving the grievance.
 - c. If extenuating circumstances require more time for resolution, an interim report will be provided to you at the 10-day mark. This report will explain the delay and provide an estimated date, not to exceed 30 days, for the completion of the investigation and response.
 - d. The decision of the CEO final. If you are not satisfied with the resolution within EL CONSULTORIO PLLC, you may contact the Colorado Department of Regulatory Agencies and follow their grievance procedures according to Colorado law. Copies of all reports and correspondence related to the case will be provided to the appropriate licensing body.

Contact Information:

Colorado Department of Regulatory Agencies
Mental Health Section
1560 Broadway, Suite 1350
Denver, CO 80202
(303) 894-7766

I have read this policy and agree to follow the steps outlined above if I have any concerns, complaints, or grievances against EL CONSULTORIO PLLC. I understand that I have the right to file a grievance with the Department of Regulatory Agencies at any time during this process.

Client/Guardian:

Signature:

Date:

Clinician:

Signature:

Date: