

Contacting Outside Agencies

You may contact **outside state or federal agencies at any time.**

- You do **not** have to use BHcare's process first.
- BHcare will **not discourage** you from contacting any outside agency.
- Contacting an outside agency will **not affect your services.**

Connecticut Department of Mental Health and Addiction Services (DMHAS)

Client Rights and Grievance Specialist

410 Capitol Avenue, 4th Floor
P.O. Box 341431
Hartford, CT 06134

☎ **1-800-446-7348 (#6933)**

☎ **860-418-6933**

Connecticut Commission on Human Rights and Opportunities (CHRO)

If you believe you were treated unfairly or discriminated against:

☎ **1-800-477-5737**

☎ **860-541-3400**

🌐 <https://portal.ct.gov/chro>

How to File a Complaint or Grievance

You can file a complaint or grievance in any of these ways:

- Online form at <https://www.cognitofrms.com/BHcare1/ComplaintGrievanceForm>
- Scan this QR code



- Ask a BHcare staff member for help
- Contact BHcare's Client Rights Officer
Client Rights Officer
grievance@bhcare.org
☎ (203) 800-7130

If you need help filling out the form, we will help you for free.

Help and Accessibility

- Help is available for language needs
- Help is available for disabilities
- Alternative formats are available upon request

Please tell us how we can support you.

Complaints & Grievances




BHcare
A Certified Community
Behavioral Health Clinic

BHcare.org
(203) 800-7177

Our Commitment

BHcare is committed to treating all clients with dignity, respect and fairness.

Your voice matters, and we are here to listen.

YOUR RIGHT TO SPEAK UP

You have the right to share concerns about your care or services at **BHcare** at any time.

You will **not be** treated badly or lose services for speaking up.

Making a complaint or grievance will **not affect your services now or in the future.**

We want to hear from you so we can address concerns and improve care.

What Is a Complaint?

A complaint is when you share a concern about your care, services, staff, or program experience.

Common examples include:

- Appointment times or scheduling concerns
- Long wait times
- Trouble reaching staff or getting a call back
- Confusion about services or next steps
- Concerns about communication or tone
- Minor concerns about the program environment

Most complaints can be shared with the Director of your program or service and are often resolved quickly.

You may ask your clinician/assigned staff member or stop by the front desk to find out how to contact the Director of your program or service.

You may also ask any BHcare staff member to help you share a complaint.



What Is a Grievance?

A grievance is a more formal concern.

You may file a grievance if:

- A complaint was not resolved
- You believe your **rights were violated**
- You feel you were treated **unfairly**

Unfair treatment means:

- You were treated differently than others for no clear reason
- Decisions were made without explaining why
- Services were denied, reduced, or ended without a fair reason
- You felt disrespected, pressured, or not treated with dignity

You may file a grievance right away if you choose. You do not have to file a complaint first.



Privacy

We will keep your complaint or grievance **as private as the law allows.** This means we will only share information with people who need it to review, respond to or follow the law. We do not share information unless it is required or permitted by law.