

Complaint & Grievance Procedure

Complaint

A concern that may be fixed through conversation

Examples: Appointment times, scheduling, wait times, communication issues or other everyday concerns.

Share Your Concern

- Talk with your clinician/assigned staff member, Program Director or Program Manager
- You can ask the front desk how to contact the Director

1

Problem-Solve

- You should hear from the Program Director or Program Manager within 5 business days
- They will talk with you and try to find a solution
- If needed, the concern may be shared with the Compliance Team for added support (with your permission)

2

Response and Decision

- This process is informal and conversational
- There is no set timeline for final resolution
- You and your family/support person (if you choose) may share input

3

IMPORTANT TO KNOW

- ✓ You may file a complaint or grievance at any time.
- ✓ You do not have to file a complaint before a grievance.
- ✓ You will not lose services for speaking up.
- ✓ Your concern will be kept as private as the law allows.
- ✓ Help is available for language needs, disabilities or completing forms.

Grievance

A formal concern about rights or fairness

Examples: You believe your rights were violated, you were treated unfairly, services were denied or ended without a fair reason or a complaint was not resolved.

Complete a Grievance Form

- A grievance form must be completed for a formal grievance
- Staff can help you complete the form at no cost
- The form can be submitted online or in writing

1

Review by the Client Rights Officer

- The grievance is sent to the Client Rights Officer
- The Client Rights Officer will review the grievance and may contact you for more information

2

Response and Decision

- BHcare will complete the grievance review and provide a written decision within 21 calendar days
- If more time is needed, BHcare may extend the review up to 15 additional calendar days
- You will be told in writing if more time is needed

3

After the Decision

- You will receive a written response explaining the outcome
- Depending on the service, you may contact outside agencies if you disagree with the decision

4



Scan this code for the Grievance form

<https://www.cognitofrms.com/BHcare1/ComplaintGrievanceForm>