

Complaint Procedure

- 1. Consult with your therapist or case manager about your problem, question or grievance**
- 2. Ask to speak with their supervisor**
- 3. If you wish, you may make a formal, written complaint using a CGRC Complaint Form. These forms are available from our support staff, our Service Directors and our Department of Quality Improvement.**

The completed form may be given to staff or mailed to Child Guidance Resource Center's Department of Quality Improvement.

- 4. Your therapist, case manager or their supervisor will respond to your complaint within fifteen (15) days.**
- 5. The complaint will also be included with others to be reviewed by CGRC Administration for the identification of high risk or problem prone situations.**
- 6. In some cases your complaint may also be reported to the Department of Public Welfare or your child's insurance company, by CGRC.**
- 7. All client grievances related to consumers served in our Adult Community Residential Rehabilitation Service (Meson, Inc.) will be reported to the Board of Directors as mandated by the Department of Public Welfare's licensing regulations. The Board of Directors will then release the investigative report to the client within 30 days. The response shall be automatically sent to the Delaware County Office of MH/MR upon receipt.**
- 8. At any point, you may also contact:**
 - Your local County and/or State Behavioral Health Care Office, which is listed in the phone book**
 - Your managed care organization**
 - Your insurance company or**

**The Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181**