

CLIENT GRIEVANCE PROCEDURE

1. All complaints must be in writing with the client identifying themselves by name. If you have trouble reading and writing, the staff will assist you in putting together your complaint.
2. If you have an assigned counselor, take your complaint to them first. If not, take it to the program supervisor. Try to work out the complaint with the counselor and/or program supervisor.
3. If you cannot work out the complaint with the counselor or program supervisor, the Executor Director is expected to talk to all involved and make a decision on it. This decision will be shared with you in writing.
4. If you do not like the decision of the Executive Director, you may then direct your complaint to the agency and address below:

Missouri Department of Mental Health
Division of Alcohol and Drug Abuse
PO Box 687
Jefferson City, MO 65102

Consumer Signature

Date