



CLIENT GRIEVANCE POLICY

HOW TO FILE A GRIEVANCE FOR SERVICES

The goal of Maria Droste is to provide appropriate and high quality mental and behavioral health services to all clients.

If you are unhappy with services received at Maria Droste Counseling Center, including 1) the type or amount of care you received, 2) the quality of your care, 3) the care you received from your provider, 4) any denial of care or access to care, 5) any service provided or programming problem you can file a formal (written) and/or verbal grievance, also known as a complaint, with the Compliance Staff at Maria Droste Counseling Center.

You may file a verbal complaint by phone (720-593-9154), a written complaint by email (compliance@mariadroste.org), or a written complaint by mail (1355 S. Colorado Blvd, Suite C100, Denver, CO 80222, Attn: Compliance Staff). If you choose to mail your complaint, please also include your full name, phone number, and mailing address so that we can respond to your complaint.

You will receive a response from Maria Droste Counseling Center Compliance Staff within 2 business days of receiving your complaint. We will work hard to resolve your complaint as quickly as your condition requires, not exceeding 15 working days from the date the complaint was filed; unless you or Maria Droste Counseling Center feels an extension is necessary. A formal letter will be sent to you if an extension is required. You will also be notified in writing of the outcome of your complaint.

If you disagree with the decision made by Maria Droste Counseling Center, you may file your concerns with the Department of Regulatory Agencies (DORA), the agency that oversees Maria Droste Counseling Center], at 303-894-7800 or by sending a letter addressed to DORA, 1560 Broadway Street #1350, Denver, CO 80202 and/or Office of Behavioral Health (OBH) at (303) 866-7400, 3824 W Princeton Cir, Denver, CO 80236.

Note: Dual roles, exploitative relationships, and sexual intimacy are never appropriate in a professional relationship and should be reported to the DORA. Sexual intimacy is also illegal and should be reported to the DORA.

Thank you for allowing us to help address and resolve any concerns you may have.

By signing below, I acknowledge that I understand the grievance procedure as outlined to me in this document.

Client signature _____

Date _____