



## Client Grievance Procedure

It is our priority that client rights and dignity are protected at all times. However, we realize there may be times that clients have concerns or complaints that need to be reported and the following procedures are provided. Grievances reported will not result in retaliation or barriers to services.

1. Our recommendation is to first talk directly to your Therapist regarding concerns.
2. If addressing concerns directly with your Therapist fails to resolve the issue, their immediate supervisor should be contacted at (219) 791-1400.
3. If you are still unable to resolve the issue, the Department Director and/or the Clinical Director should be contacted at (219) 791-1400.
4. If the complaint involves the agency, immediate supervisor, Department Director, or Clinical Director, you may want to contact the BDDS office directly.
5. If an incident of abuse or neglect occurred, contact the local Division of Family and Children, Adult Protective Services, or local police station.

Therapist: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Department Director: \_\_\_\_\_

Clinical Director: \_\_\_\_\_ Dr. Bridget Harrison, PhD, HSPP, BCBA-D



## Client Grievance Report

Client Name: \_\_\_\_\_ Date: \_\_\_\_\_

Concern: \_\_\_\_\_

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Did you contact anyone regarding this problem?    Yes                  No

Date of contact: \_\_\_\_\_

Result of conversation: \_\_\_\_\_

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### Office Use

Date of notice: \_\_\_\_\_ Reviewed by Director(s): \_\_\_\_\_

Actions taken: \_\_\_\_\_

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Date notified client: \_\_\_\_\_ Grievance closed date: \_\_\_\_\_