



You have the right to voice concerns about your services or treatment.

Hazel Pittman Center wants patients to feel comfortable raising concerns. You may make a complaint or file a formal grievance without fear of retaliation, discrimination, or barriers to services.

How to Address a Concern

1. **Talk with a staff member, if you are comfortable doing so.** You are encouraged to discuss your concern with your counselor or another appropriate staff member so that we can try to resolve the issue promptly. **You are not required to do this before filing a formal grievance.**
2. **File a formal grievance.** You may submit a grievance to the *Treatment Director*. A Patient Grievance Form is available from any staff member, but you are not required to use the form. If you need help preparing or submitting your grievance because of a disability, language or communication need, literacy concern, or other barrier, **please ask a staff member for assistance.**

The Treatment Director will review your grievance and provide you with a **written response within five (5) working days**. If more time is needed, you will be informed of the reason for the delay and when you can expect a response.

3. **Request further review.** If you are not satisfied with the response, you may request review by the *Executive Director*. You will receive a written response within **five (5) working days**.

If your grievance involves the Treatment Director, you may submit it directly to the Executive Director. If your grievance involves the Executive Director, you may submit it to the Chairperson of the Hazel Pittman Center Board of Commissioners.

Your Rights

You may ask as advocate, family member, legal representative, or another person of your choosing to assist you with the grievance process. You also have the right to contact an appropriate licensing, regulatory, funding, advocacy, or other external organization regarding your concern.

Need a Grievance Form or Help?

Please ask **any Hazel Pittman Center staff member**.