

# West Slope Casa

## Client Complaint and Grievance Procedure

**Policy:** All West Slope Casa programs shall have internal complaint and grievance procedures.

**Procedures:**

1. A copy of complaint and grievance procedures will be provided to each client at the inception of services.
2. Clients may initiate verbal or written complaints with their clinician or any staff member. Complaints are to be resolved as close to the source as possible. Local managers should work with clinical staff and the client to resolve issues.
3. Clients making a complaint must be offered a solution verbally and in writing within 7 calendar days of initial complaint. If the client is not satisfied with the solution, they may appeal the offer to the West Slope Casa Clinical Director within 14 calendar days of the time they receive the proposed solution.
4. The WSC Clinical Director and the provider's Program Director will review the case and offer the client a solution in writing within 14 calendar days of receipt of the appeal.
5. If the client is not satisfied with the proposed solution they may appeal to Karen Mooney, Alcohol and Drug Abuse Division, 4055 S. Lowell Blvd., Denver CO 80236, or file a grievance with the Department of Regulatory Agencies, 1560 Broadway, Suite 1340, Denver CO 80202.
6. Clients can involve state agencies at any time during this process, but we wish to stress that entities closest to the complaint should be involved first where ever possible. Under no circumstances shall a client be denied services during or after this complaint procedure.