



STATE OF CONNECTICUT

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES

A Healthcare Service Agency

DMHAS CLIENT GRIEVANCE PROCEDURE

Grievance Complaint Form (2 Sides)

Submitted to Client Rights Officer



To: _____
Client Rights Officer

Provider: _____
DMHAS state operated or DMHAS funded provider

From: _____
Person or their authorized representative

Contact information: _____
Address and apartment number

City, State and Zip Code

Phone Number: _____ email : _____

Do you have help from an advocate? Yes No

Statewide Advocacy Organizations

Advocacy Unlimited, Voice 860-505-7581

email: info@advocacyunlimited.org

Connecticut Legal Rights Project, Voice 860-262-5030

email: info@clrp.org

Disability Rights Connecticut, Voice 860-297-4300 Video: 860-509-4002

email: Info@DisRightsCT.org

(TTY relay: 7-1-1 or 1-800-842-9710)

Describe your complaint:

(Include What Happened, When and Where Did It Happen; Who Was Involved and Witnesses if any)

Attach additional pages if necessary)

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Remedy/remedies you are seeking:

(Attach additional pages if necessary)

Sign this form and submit it to your provider's Client Rights Officer, keeping a copy for yourself

Person submitting the grievance

Date

The Client Rights Officer (CRO) will acknowledge receiving your grievance and work with you and your authorized representative (if you have one) to propose an Informal Resolution of your complaint(s).

Client Rights Officer

Date received

This form is available in other languages and formats upon request.

Confidentiality: DMHAS Client Grievance Procedure related documents contain confidential information protected by law and they are maintained by the provider's Client Rights Officer.

Information on the DMHAS Client Grievance Procedure can be found at: www.ct.gov/dmhas/crg or by contacting a statewide advocacy organization or the DMHAS Office of the Commissioner, 410 Capitol Ave. 4th Floor PO Box 341431, Hartford, Connecticut 06134 Voice: 860-418-7000, TTY relay: 7-1-1 (1-800-842-9710) Fax: 860-418-6691

DMHAS and other federally funded healthcare providers complies with federal civil rights law and does not discriminate on the basis of race, color, national origin, age, disability or sex (Affordable Care Act Section 1557).