

**CDAC Behavioral Healthcare, Inc.  
Individual Grievance Submission Form**

**Directions:** This form should be completed by the individual and returned to the Program Director. A copy with reporting guidelines shall be provided to the individual so they can monitor the progress of their grievance.

Date of Submission: \_\_\_\_\_ CDAC Program \_\_\_\_\_

Name of Individual: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_  
Street and Mailing address

\_\_\_\_\_ City State ZIP

Phone: \_\_\_\_\_

CDAC Staff Involved: \_\_\_\_\_

Nature of Grievance: \_\_\_\_\_

How have you and CDAC staff tried to resolve this issue: \_\_\_\_\_

What resolution would be satisfactory to you: \_\_\_\_\_

\_\_\_\_\_  
Signature of Individual Date

## Individual Grievance Reporting Guidelines

- A. The purpose of the individual grievance protocol is to provide CDAC individuals with recourse when they feel an issue concerning their rights or services has not been properly addressed.
- In such a situation, the individual is advised to discuss the matter with the staff person assigned to their case.
  - The CDAC staff involved may as normal procedure ask the advice of their supervisor. Most issues can be handled in this manner.
  - If the individual's concern is regarding treatment provided by an organization other than CDAC, the individual should contact the administration of that organization and CDAC can assist the individual with filing a grievance under their protocol.
- B. When the individual's concern is specific to CDAC, and the matter cannot be resolved between the individual and the CDAC staff member through normal consultations and/or staffing, the individual may request that the situation be presented to the program coordinator or director as a grievance.
- C. When the individual submits an Individual Grievance Submission Form to the attention of the program coordinator or director:
- The Program Supervisor or Director must schedule an appointment with the individual to hear his/her concerns within five working days of the request.
  - The Program Supervisor or Director will meet with the individual and the parties involved in an attempt to resolve the problem to the individual's satisfaction within a period of five working days.
  - The Program Supervisor or Director will provide the individual with a written response outlining possible solutions within five working days of that meeting with the individual unless the urgency of the matter requires a faster response.
- D. When the individual does not feel that the response of the Program Supervisor or Director adequately resolves the problem, the individual may request a meeting with the Chief Executive Officer of CDAC.
- The Chief Executive Officer will schedule a problem review meeting with the individual, appropriate staff and coordinator or director within five working days.
  - At the scheduled meeting an attempt will be made to resolve the situation. At the CEO's discretion, additional meetings and/or a member of the Board of Directors may help with the resolution of the problem.
- E. A written response to the problem will be provided to the individual within five working days of the final meeting. The decision of the Chief Executive Officer is final.

The CDAC Chief Executive Officer may be reached at 850-434-2724.