

Grievance Policy

Legacy Behavioral Health Center, Inc., is committed to providing quality of service and values your feedback. You are encouraged to report complaints and/or grievances if you believe your rights have been violated, and to pursue a resolution to your concerns in a format that provides fair and equitable results through due process. Legacy will address complaints promptly and professionally to assure your safety and maintain quality services.

All complaints and/or grievances will be addressed in a structured format and according to the Center's policy and procedures. Please follow the steps below to assure your complaint and/or grievance is not missed or forgotten.

Step 1

Attempt to resolve this matter informally between you and the primary staff member responsible for your service coordination (i.e. therapist, case manager, etc.)

Step 2

If you feel this has not resolved the problem, you may wish to put a compliant in writing to the Clinical Director in which the grievance arises. You can find a grievance form in our reception area or request one at the Front Desk. After filling out the form, you can submit it to the Front Desk or mail it to the attention of the Clinical Director.

Step 3

Your grievance will be forwarded to the Quality Management Director who will meet with you and/or representatives and the Clinical Director immediately following the grievance to brainstorm resolution of any related issues that may get in the way of your full participation in services.

Step 4

You and/or your designated representatives will receive a formal written response within five (5) working days of receipt of your complaint. This response will give you information about what steps were taken and details of the resolution.

Step 5

If you are unsatisfied with the findings of the written response to your complaint, you may appeal the decision to Vice-President of Operations or designee within five (5) working days.

Step 6

The Vice President of Operations or designee will issue a formal written response to the grievant and/or designated representatives within five (5) working days of the appeal.

Step 7

If you continue to be unsatisfied with the findings of the written response, you will be referred to a third party outside of the Center which may include professional licensing boards, advocacy organizations, etc.