Appendix A: Sample of Complaint Posting:

Provider Header

Any client, applicant, or person who has been a client within the past three (3) months, or their designee, shall have the right to pursue a complaint or grievance. Upon receipt of the grievance, the agency will act as an advocate for the client and attempt to resolve the issue(s) raised by the client or their designee. All complaints are treated equally. Upon receipt of the complaint, the ­provider agency shall respond within two (2) business days. Complaints shall be resolved within thirty (30) days of receipt. If a client is dissatisfied with complaint resolution, *provider name will state hearing process for appeals.*

**Avenues for Complaints**

**Agency Based Grievance:** Any staff can manage a complaint, and if staff are unable to resolve the issue, it will be elevated to the program supervisor/administrator.

Agency Ombudsperson: phone number or email

Patient Advocate: phone number or email

**CBHSD Consumer Issue Resolution Hotline:** CBHSD Consumer Issue Resolution Hotline provides a safe venue to clients to present concerns outside of the treatment setting.

Phone number: (855) 649-7944

Email: DSAMHresolution@delaware.gov

**PCWFD Bureau:** Email DSAMH risk management for any complaints: complaintandincidentreporting@delaware.gov.

**DHCQ:** All grievances regarding IMDs shall be referred to the Division of Health Care Quality (DHCQ).

Office of Health Facilities Licensing and Certification

261 Chapman Road, Suite 200

Newark, DE 19702

Telephone: 302-292-3930

Fax: 302-292-3931

Toll-free hotline: 1-800-942-7373

**Joint Commission:** <https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

**Commission on Accreditation of Rehabilitation Facilities (CARF):** feedback@carf.com

**CARF
6951 East Southpoint Road
Tucson, AZ 85756-9407**

**(866) 510-2273**

**Community Legal Aid Society (CLASI):**

New Castle County

100 W. 10th St., Suite 801

Wilmington, DE 19801

302-575-0660

800-292-7980 (Toll Free)

Kent County

840 Walker Road

Dover, DE 19904

302-674-8500

800-537-8383 (Toll Free)

Sussex County

Georgetown Professional Park

20151 Office Circle

Georgetown, DE 19947

302-856-0038

800-462-7070 (Toll Free)