



# Grievances & Other Complaints

If a patient has a complaint or grievance, please see the following steps to have those resolved.

## Step One: Verbal Discussion

Stepworks encourages all individuals to first resolve complaints with a team member, the facility administrator, or a supervising team member through verbal discussions. If the complaint is not resolved as a result of these discussions, or such a discussion is not appropriate under the circumstances, then the individual should proceed to "Step Two: Grievance Form."

## Step Two: Grievance Form

Patients who feel that their complaint has not been resolved through verbal discussions may request a grievance form from a team member.

Grievances must be formally submitted in writing. Grievances will be reviewed by the Chief Compliance Officer and the appropriate Stepworks supervisor. If the supervisor cannot resolve the grievance, the CCO will respond in writing within five days of receiving the grievance form and attempt to resolve the identified problem with the patient.

If the situation cannot be resolved by the cooperative efforts of the patient, team member, and facility administrator or supervisor, the aggrieved party may contact the Office of the Ombudsman, Cabinet for Health Services, 275 East Main St., Frankfort, KY 40621, or call 1-800-372-2973. If a patient wishes, he or she may call the cabinet's ombudsman without first reporting the complaint to the program administrator. Patients who engage in the grievance process or who make a less formal complaint may do so without fear of interference, coercion, discrimination, or reprisal.