



## **FAMILY360 INC. & HOSANNA MINISTRIES, INC.**

2012 Eastview Parkway, Ste. 400 | Conyers, GA 30013

Phone: (770)679-0586 | Fax: 770-285-6325

Website: [www.Family360Center.com](http://www.Family360Center.com)

[www.HosannaMinistriesInc.org](http://www.HosannaMinistriesInc.org)



## **Grievance and Complaint Form**

The consumer will be encouraged to bring concerns, suggestions and problems with his/her individual treatment and the staff with his/her provider. The consumer will follow an appeals process when discussion does not resolve the issue from the client's perspective.

### **Procedure:**

The consumer may request to speak with the Client Rights Advocate. The Client Rights Advocate will contact a client within 48 hours of the discussion to resolve the issue. If the issue is not resolved, the consumer must submit a written complaint and may ask for a meeting with the Quality Improvement Manager.

The Quality Improvement Manager will meet with the consumer within three (3) days to discuss the problem and to negotiate a mutually acceptable solution. If the consumer is not satisfied with the response the next step is to be taken.

The consumer may request a meeting with the CEO within 48 hours of meeting with the Quality Improvement Manager. The CEO will meet with the consumer within five (5) days to discuss the problem and to negotiate a solution. The CEO will respond to the consumer in writing explaining the outcome of the appeal within seven (7) days from the time of their meeting.

If a consumer is dissatisfied with the decision by the CEO, the grievance is then filed with the appropriate DBHDD official with ten (10) days. The DBHDD official, within fourteen (14) days, will provide a final decision.

### **Address for filing complaint to DBHDD:**

**Division of DBHDD**

**Attn: Gwen Craddieth**

**3073 Panthersville Rd.**

**Building 10**

**Decatur, GA 30034**

**Phone: (404) 244-5050 and (404) 244-5056**

**Fax: (404) 244-5179**

Client Signature		Date	
Parent/Guardian		Date	
Witness Signature		Date	



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