



GRIEVANCE FORM

Use this form to file a complaint when you are not satisfied with the services you are receiving from our organization or if you feel you have been treated unfairly or disrespectfully.

Please answer the questions below. More information is on the back.

Name of person filing complaint: _____

Address: _____

Telephone Number: _____ Date: _____

What happened? Please describe your complaint.

Complainant Name (If different)

Contact Information

***** You may attach additional sheets of paper if necessary*****

Complaint decision or outcome: (To be completed by Signature Program)

Signature of authorized staff/position

Date Mailed

☐ I am satisfied with the decision about my complaint

☐ I request an Administrative Review

Complaint and Administrative Review Process

Return the form to the MHAO office. You may also give it your Peer Support Specialist to turn it for you. MHAO address:

Mental Health & Addiction Association of Oregon
10373 NE Hancock, Suite 106
Portland, OR 97220

The following process shall be used in reviewing and resolving complaints:

- Step 1. The person with complaint shall communicate verbally and in writing with the MHAAO Program Director for the program about which the complaint is being filed. The Program Director shall review and respond in writing within 7 working days any proposed resolution. The MHAAO Executive Director shall be notified of the complaint. In the event that the complaint is related to the MHAAO Peer Services Program Director the complaint form will go directly to the MHAAO Executive Director.
- Step 2. If unresolved at Step 1, the complaint shall be forwarded to the MHAAO Executive Director within 7 working days. The complainant will be requested to put the complaint in writing; however, this is not a requirement. The MHAAO Executive Director shall investigate the matter and seek a resolution. The MHAAO Executive Director shall respond within 7 working days.
- Step 3. If unresolved at Step 2, person with complaint must make the request for an Administrative review within 15 days of the date of the decision by the MHAAO Executive Director. An Administrative Review Committee of the MHAAO Board of Directors will look at the information and make a recommendation about the outcome of your complaint. Administrative Review Committee shall respond within 7 working days.