

## Client Grievance Procedure

Clients have the right to express any concerns about Santa Fe Recovery Center (SFRC) services, staff, treatment, or other related issues by filling out a report. If clarifications are needed, SFRC will attempt to contact the client within (5) business days of receiving the written concern to discuss and clarify the grievance. SFRC will contact the client in writing and/or the client's preferred method of contact within (15-30) business days with the resolution. Any client of (SFRC) who has a complaint or grievance is guaranteed the right to action. The complaint will not result in retaliation or barriers to service. Every effort will be made to resolve the complaint. All SFRC clients will be informed of the Grievance & Complaint Procedure at the time of admission and again during their orientation.

A client grievance is any complaint submitted by a client to a staff person. Clients are encouraged to speak directly with their primary clinician regarding any concerns or complaints they may have about services received. If a client expresses a verbal complaint that cannot immediately be resolved, they are encouraged to put it in writing.

Clients have the right to be advised/assisted by a representative (legal or otherwise) at any stage of this process. The client will be given the names and telephone numbers of patient advocates who can assist them if necessary, or can select an advocate of their choosing internal or external to the organization.

### **HOW TO FILE:**

**In-Person** by documenting their complaint, preferably by completing a Client Concern/Grievance form, available from office staff at any location. The client may write their grievance and give it to any staff person. This grievance should be signed by the client and dated.

**By Mail** by sending the Client Concern/Grievance form or a letter contain the information above to:

Quality Assurance  
Santa Fe Recovery Center  
5312 Jaguar Drive  
Santa Fe, NM 87507

**Online** by going to the organization's website at [Santa Fe Recovery Center \(sfrecovery.org\)](http://SantaFeRecoveryCenter.org)

All grievances will be routed to the appropriate Supervisor or Director for review and, if applicable, an investigation. In addition, all grievances will be sent to, and monitored by the Quality Assurance Team. A copy of all grievances, resolution and formal responses are kept on file. At least annually, all grievances will be analyzed for trends and areas for performance improvement.

If the client is not satisfied with the internal resolution, or wishes to contact a report concerns directly to the state, they may file a complaint about SFRC with the following agency:

NM Department of Health  
Division of Health Improvement/Program Operation's Bureau  
Consumer Complaints Department  
2040 S. Pacheco Street, suite 202  
Santa Fe, NM 87505  
1-800-752-8649