

# **FCC BEHAVIORAL HEALTH** **GRIEVANCE POLICY AND PROCEDURE**



As a person(s)-served of FCC Behavioral Health, you have the right to be given basic information regarding how complaints and grievances are addressed.

1. FCC Behavioral Health provides you with a means of expressing and resolving complaints or appeals.
2. If you, or your family, have a grievance, you should inform the staff, or the site's Clinical Manager. You may discuss your concerns with the Clinical Manager at your convenience. If the grievance cannot be resolved with the staff, you may request a meeting with the site's Program Director. This will be scheduled at an agreed upon time by both parties.
3. If the grievance cannot be resolved with the staff, you, or your family member, you can complete the agency Complaint/Grievance Form and submit to the

FCC Behavioral Health  
Chief Compliance Officer  
PO Box 71, Kennett, MO 63857  
OR Email complaint to [compliance@fccinc.org](mailto:compliance@fccinc.org)  
OR call toll free number (800) 455-2723

This form can be obtained from program staff upon request.

4. The written grievance will be handled in the following manner:
  - The department program director will be informed of the grievance.
  - You, or your family, will receive a response concerning the grievance from the Chief Compliance Officer within five (5) working days.
  - If you or your family is dissatisfied with the response, a meeting can be arranged within three (3) working days with the Chief Executive Officer and the appropriate staff.
  - The final disposition for grievances rests with the Chief Executive Officer.
  - If you are still dissatisfied with the response obtained in the above stated manner, the Chief Executive Officer will assist you with contacting the Consumer's Rights Monitor at the Department of Behavioral Health (DBH).

## **Consumer Rights Monitor**

*Department of Behavioral Health*  
*P.O. Box 687*  
*Jefferson City, Mo 65102*  
*1-800-364-9687*





