

# Have a complaint?

If you feel that you have a complaint about anything related to the services you have received from Dawn Farm, you have several options. You may use any or all of these options at any time. If you need help understanding any of these options, speak with any of the staff.

*We always value feedback from our clients, and Dawn Farm will never retaliate, take action against you, or create barriers to our services in response to a complaint.*

## Your Options

1. You may talk with staff about your complaint and see if there is a solution or agreement that would be satisfactory to you. Feel free to talk with any staff at your location, or with the Program Coordinator. If you feel like your complaint is not being understood or answered to your satisfaction, you also have the option of speaking with the Clinical Director or the President. They can both be reached during normal business hours at (734) 485-8725
2. You may also put your complaint in writing by using the form posted at every treatment site. This form will go to the Program Coordinator for your site, who will review it, investigate if necessary, and make a suggestion. The form will then be reviewed by the Clinical Director, who will investigate, and make a decision based on the information from the form and any investigation. The decision will be communicated to you within 14 days from when you submitted the form. If you are not satisfied with the response, you may have further conversation about it, complete a second complaint form, or contact the Recipient Rights Advisor, explained below.
3. You may also speak with our Recipient Rights Advisor, Meghan Hunt-Snyder, at any time. She is independent from our treatment services and will listen to your complaint and see if there is a solution that will be agreeable for you. For more information about this process, see the Recipient Rights section in your Client Handbook received at intake, or ask staff for a copy. She can be reached during normal business hours at (734) 485-8725.

If you have any questions about this, please ask staff.

# Dawn Farm Complaint Form

Please complete this form to the best of your ability. After completing it, hand it in to any staff, who will give it to the Program Coordinator. If you would like to submit it in a sealed envelope, staff will provide one for you. You will hear back about your complaint within 14 days.

Today's Date: \_\_\_/\_\_\_/\_\_\_ Your Name: \_\_\_\_\_

Location (Circle one): Farm Downtown Spera Outpatient Youth & Family Transitional

Describe your complaint: Please be as specific as possible about what happened, including names of persons involved or witnesses. Use additional pages, if necessary.

Date and time of event: \_\_\_/\_\_\_/\_\_\_ \_\_:\_\_\_ am pm

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Describe how you would like to see this issue addressed. What would be a good solution?

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In addition to speaking with you about this issue, we would like to provide you with a written response to your complaint. How can we reach you to discuss your complaint and the decision? (check all that apply)

- would like to discuss this issue and receive a written response during the course of my treatment
- would like to discuss this complaint over the phone. My phone number is: (\_\_\_\_) \_\_\_\_\_.
- would like a written response regarding this complaint mailed to me at the following address:

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

Received by (please print) \_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_