



Grievance Procedure

Although our hope is that your experience at our clinic will benefit and enhance your life, there may be times when you have a grievance towards a staff member or some procedural facet of our service delivery system. All grievances will be resolved in accordance with the procedure outlined below:

- A grievance can be shared with any member of your team.
- When filing a grievance you will be asked to complete a Grievance Form detailing your concerns. If you are unable to complete the form, a team member will do this for you. This form will be given to a member of our leadership team for investigation and follow-up.
- If more information is needed to resolve your concern, you can expect to hear from a member of the leadership team within two (2) business days. If you do not hear from someone that means additional information is not needed from you to address your grievance.
- It is our goal to resolve all grievances as quickly as possible. You can expect to hear from a member of the team in no more than five business days, either to share the action taken to resolve your grievance or to provide a status update of resolving your grievance.
- Grievances of a sensitive nature such as allegations of abuse or neglect will be forwarded to Liberty Resources' QA/AI department for formal investigation and will follow a different resolution time frame.

Please note requests for transfer to another provider will only be authorized when deemed appropriate by the treatment team. Transfer requests may take up to thirty (30) days to approve or deny.

In the event your issues cannot be resolved to your satisfaction, you may contact the following State offices to pursue further:

Outpatient Mental Health

<p style="text-align: center;"><i>Syracuse/Fulton/Oneida</i> NYS Office of Mental Health CNY Field Office 545 Cedar Street Syracuse, NY 13210 (315) 426-3930</p> <p style="text-align: center;"><i>Rochester</i> Western NY Field Office (716) 885-4219</p>	<p style="text-align: center;">Regional Office of the Protection and Advocacy for Individuals with Mental Illness Program (Serving CNY) Legal Services of Central New York, Inc. 472 South Salina Street, Suite 300 Syracuse, NY 13202 (866) 475.9967 (<i>toll-free</i>) (315) 475-3127</p>	<p style="text-align: center;">New York State Alliance on Mental Illness 260 Washington Avenue, 2nd Floor Albany, NY 12210 (518) 462-2000</p> <p style="text-align: center;">Office of Mental Health Customer Relations Line (800) 597-8481</p>
<p style="text-align: center;">NYS Office of Mental Health 44 Holland Avenue Albany, NY 12229 (800) 597-8481</p>	<p style="text-align: center;">NYS Commission on Quality of Care for Persons with Disabilities 401 State Street Schenectady, NY 12305 (800) 624-4143 (<i>Voice/TTY/Spanish</i>)</p>	<p style="text-align: center;">To Report Abuse or Neglect: NYS Justice Center Vulnerable Person' Central Register Hotline (855) 373-2122</p>

Outpatient Substance Use

NYS Office of Addiction Services and Supports

Patient Advocacy Line

1450 Western Avenue

Albany, NY 12203

(800) 553-5790

To Report Abuse or Neglect:

NYS Justice Center

Vulnerable Person' Central Register Hotline

(855) 373-2122

Family Health Center

NYS Department of Health

Complete complaint form located at:

<https://apps.health.ny.gov/surveyd8/facility-complaint-form>

Or Call 1.800.804.5447