



INFORMATION FOR INDIVIDUALS RECEIVING SERVICES AND FAMILIES ON COMPLAINT RESOLUTION

The staff and Board of Directors of the Richmond Behavioral Health Authority is committed to providing caring, responsive and accessible customer service. We encourage you to provide us with feedback and input regarding our programs and services. In fact, it is our hope and expectation that you will actively participate in your treatment and recovery and that you will express your dissatisfaction/complaints with our services so that we can work together mutually and cooperatively to improve upon our service to you and to the community. Our goal is to provide services that will both empower and enrich each of us in the process to reach our highest potential.

We encourage you to contact *Consumer and Family Affairs at (819-4078) for assistance with addressing your concerns. Consumer & Family Affairs is located on the first floor of the RBHA at 107 South 5th Street, Richmond, VA. 23219. You may also go to our link on the web www.rbha.org for additional information.*

- ❑ OCA Staff will complete a Complaint/Contact form that will indicate the nature of your concern and will communicate this information to the responsible Division Director for attention and resolution.
- ❑ You will be offered the opportunity to choose to resolve your concern informally (five days) or formally (24 Hours) and to meet with a supervisor.
- ❑ If your complaint is not resolved with the supervisor within (5) working days, you may appeal to the Director with completing a written complaint form and the Regional Human Rights Advocate will be called.
- ❑ You may also contact the regional Human Rights Advocate Ms. Carrie Flowers at the following number (804) 524-4463 with any questions and or concerns regarding allegations of human rights violations.
- ❑ If you are not satisfied with the Directors final decision and Action Plan you may appeal the decision and file a petition for a Hearing with the Metro Richmond Local Human Rights Committee (LHRC).