

**LA HACIENDA TREATMENT CENTER
COMPLAINTS AND GRIEVANCES PROCEDURE**

You have the right to make a complaint and receive a fair response from the facility within a reasonable amount of time.

You may submit a complaint in writing and may have assistance in writing the complaint if you need help. Staff will assist you in this process if requested, including providing you with a pen, paper, envelopes, postage, and access to a telephone to file the complaint with the Texas Department of State Health Services (DSHS).

You may express verbally or in writing, complaints or grievances about any issue(s), including complaints of abuse, neglect, and exploitation, to any staff member. These complaints or grievances will be taken to the Patient Rights Representative who will report allegations of abuse to the Executive Director and to the Texas Department of State Health Services.

If insufficient satisfaction is obtained, you may request (in writing) a hearing from the Grievance Committee. The Executive Director will appoint a Grievance Committee and minutes will be kept on such meetings.

The Patient Rights Representative or Grievance Committee will take action to resolve your complaint/grievance promptly and fairly and will respond in writing within seven days of receiving the complaint/grievance.

If insufficient satisfaction is obtained following this process, the Executive Director shall forward a copy of the complaint/grievance to the Governing Body.

You can submit a complaint/grievance directly to the Department of State Health Services at any time:

PHONE: (512) 834-6650 Option 8	Health and Human Services Commission
cii.SA@hhsc.state.tx.us	Complaint and Incident Intake
FAX: 1-833-709-5735	P.O. Box 149030 Mail Code E-249
	Austin, Texas 78714-9030

You can submit grievances regarding physicians directly to the Texas Medical Board:

Online at: <http://www.tmb.state.tx.us/consumers/complain/ecomplform.php>

By mail Texas Medical Board, Investigations Department

MC263, P.O. Box 2018, Austin, TX 78768-2018

Or by calling the Complaint Hotline – 1-800-201-9353

The facility or any of its employees shall not discourage, intimidate, harass, or seek retribution against patients who try to exercise their rights or file a complaint.

The facility or any of its employees shall not restrict, discourage, or interfere with patient communication with an attorney or with the DSHS Substance Services for the purpose of filing a complaint.