

Grievance Procedures for Persons Served

If you feel that you have been mistreated or that your rights have been violated you may use the following procedure to make a report:

1. Take the grievance to your case manager immediately.
2. Your case manager, the supervisor and you will meet within 14 days of the grievance.
3. If the grievance cannot be resolved with the case manager, the supervisor and you, the next step is to schedule a Treatment Team meeting to review the grievance. The Team consists of you the person served, the primary case manager, the supervisor and your referral source. This meeting will occur within 10 days of the previous meeting.
4. If at this point the grievance cannot be resolved the above persons listed will meet with the Executive Director of The ALPHA Center within 5 days of the treatment team meeting.
5. The Executive Director will make the final determination and the client will be notified immediately in writing.
6. If a person served is not satisfied with the decision, the person served may appeal to:

*Bureau of Health Facilities
S.C. Department of Health and Environmental Control
2600 Bull Street, Columbia, SC 29201
telephone: (803) 545-4370
fax: (803) 545-4212*

Forms for filing a grievance may be found at the sign-in desk or requested at any time from a staff member.