

## Where can I file my grievance?

**Magellan Health Services of Arizona**  
P.O. Box 68110  
Phoenix, AZ 85082-8110

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**Cenpatico Behavioral Health of AZ**  
1501 W. Fountainhead Corp. Park #295  
Tempe, AZ 85282

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**CPSA (Community Partnership of  
Southern AZ)**  
535 N. Wilmot Suite 201  
Tucson, AZ 85711

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**Gila River Regional Behavioral Health  
Authority Director**  
Hu Hu Kam Memorial Hospital  
P.O. Box 38  
Sacaton, AZ 85147

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**NARBHA Office of Grievance &  
Appeals**  
1300 South Yale Street  
Flagstaff, AZ 86001

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**ANY Clinic or with any case manager**  
All employees must report a grievance.  
You can ask a staff member for a  
grievance form.

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**Division of Behavioral Health Services  
Office of Grievance and Appeal**  
150 N. 18th Ave., 2<sup>nd</sup> Floor  
Phoenix, AZ 85007  
Phone (602) 364-4575

## Who else can help?

**Arizona Center for Disability Law**  
**Call us:**  
Monday, Tuesday, Thursday  
and Friday  
9 a.m. through 1 p.m.  
602-274-6287 or  
(800) 927-2260

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**Office of Human Rights**  
150 N. 18th Ave., Ste. 210  
Phoenix, AZ 85007  
Phone (602) 364-4585

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**NAMI (National Alliance on  
Mental Illness)**  
5025 E. Washington Street, Suite 112  
Phoenix, AZ 85034  
Toll Free: (800) 626-5022  
namiaz@namiaz.org  
www.namiaz.org



## How to File a Grievance as a Person with Serious Mental Illness and a RBHA Member

## What is a grievance?

A grievance is a way for a person to complain about something related to his or her mental health services. By **filing** a grievance, you are officially asking for someone to look into your complaint.



## Who can file a grievance?

**Anyone** who feels that a person getting treatment hasn't been treated the right way.

**Anyone** who feels there has been abuse by a staff member of a provider.

**Anyone** who believes care wasn't given the way it should be.

## When do I file a grievance?

If something happens that makes you think you should file a grievance, it needs to be submitted to any of the places listed on the back **within 12 months** of the incident.

## How do I file a grievance?

You can write out your complaint or you can complain over the phone. **We think you should file your grievance in writing.** Keep a copy of everything.

## What do I need to write my grievance?

1. Stick to ONE complaint or issue at a time.
2. Try to think of anything that might help you explain what you need to grieve about. Things like medical records, clinical notes, and individual service plans might have information that helps prove your complaint. **You have the right to request any of your records at anytime.**
3. Put your paperwork in order by date, if possible.
4. Make a timeline of events and concerns you have. Include names of individuals and dates. Be as detailed as you can.
5. Finally, know what you want to be different to fix the problem. Be clear about what you would like to see happen. Try to talk about the facts. Do not make it personal.

## How do I write my grievance?

1. Using your documents, fill out the ADHS/DBHS Appeal or SMI Grievance Form. The form is attached.
2. Include on the form what events and persons that led up to the grievance.
3. Attach **copies** of any documents you think relate to the grievance.
4. Be clear about the solution you want.
5. Be sure to date and sign the ADHS/DBHS Appeal or SMI Grievance Form. Then, mail a **copy** of your form to your Regional Behavioral Health Authority. Keep the original for yourself. A list of addresses are on the back.

## What do I do now that I filed my grievance?

Someone from the Office of Grievance and Appeals (OGA) should contact you. The number for OGA is on the back. You can call them anytime to find out the status of your grievance.