

Grievance and Appeal Policy

The intent of the Blair County Drug and Alcohol Program, Inc., is to be an advocate for you.

The Blair County Drug and Alcohol Program, Inc., is an advocate to you in any concerns or disagreements relating to the care you are receiving by a treatment provider.

It is the intent of the Blair County Drug and Alcohol Program, Inc., to:

- advocate for you
- educate you and your family in the process used to make decisions regarding your care
- use established guidelines when making decisions regarding a grievance in order to maintain a fair and consistent decision making process.

As the individual receiving services, you have the right to have access to all documentation pertaining to the resolution of the grievance within the confines of state and federal regulations.

To Contact Us

Phone

(814) 693-9663

Fax

(814) 693-9661

Email address

www.blairdap.org



**Blair County
Drug and Alcohol
Program, Inc.
Grievance and
Appeals Policy**

Blair County Drug and Alcohol
Program, Inc.
2875 Route 764, Suite 4
Duncansville, PA 16635

Appendix E, Attachment 13
Revised 2/13/13

Blair County Drug and Alcohol Services

If you are receiving public funded drug and alcohol services, then the following information is for you.

The grievance and appeals process provides you with a way to handle disagreements regarding the following four drug and alcohol areas.

Denial or termination of services

Level of care determination

Length of stay in treatment

Violation of human or civil rights

It is necessary for you to sign consent forms so confidential information can be provided to the grievance reviewers and/or independent review board for the purpose of rendering a decision on the grievance and appeal.

You have a right to be involved in the process and have representation by means of a client advocate, case manager, or any other individual chosen by you at each level of appeal.

First Level:

Filing a Grievance Complaint

Talk to the clinical supervisor at the treatment facility if you feel you are in disagreement regarding any of the four areas. Try to resolve the problem with the agency before beginning the grievance process. They are there to offer their support and provide you with assistance.

If you are not satisfied with the results after speaking with the agency, you may make a written complaint to the Blair County Drug and Alcohol Program, Inc. Office. The facility is required to provide you with the compliant form or you may access it on our website (www.blairdap.org).

Within 7 days of the receipt of your grievance, you and the Department of Drug and Alcohol Programs will be notified of the outcome of your complaint.

Second Level:

Appealing the Grievance Complaint Decision

After you have tried to resolve your problem by speaking to the agency and filing a grievance complaint with the Blair County Drug and Alcohol Program, Inc., you may request a final appeal by an independent review board.

Upon receipt of this request, a decision will be made within 7 days.