

Clearfield-Jefferson Drug and Alcohol Commission
480 Jeffers Street
DuBois, PA 15801
(814) 371-9002 or 1-800-892-9002

Grievance and Appeals Process

The Clearfield-Jefferson Drug and Alcohol Commission wishes to provide you with the best services we can so that you may find some relief from the problems with drugs and/or alcohol. There may be times when you are dissatisfied with the services you are receiving and would like to be able to discuss your problem in a more formal manner. We have outlined what you may appeal and how to file the appeal.

What if I am unhappy with services?

You have the right to say you are unhappy when you think:

- a) Treatment is too short or too long
- b) Intensive Case Management is too short or too long
- c) You did not receive the type of service that you wanted
- d) We deny care, or you do not agree with your discharge
- e) You were treated unfairly due to: a physical problem, race, culture, income, sex, sexual choices, or age
- f) Other (specify _____)

First, try to work out the problem with your case manager.

If you can't you may ask to talk to the case management supervisor.

What if I am still unhappy with services?

1. Write down the problem and send it to our Executive Director. Who will make a decision and notify you and the Bureau of Drug and Alcohol Programs of the decision in writing using the Grievance and Appeal Form within seven days of receipt of grievance.
2. If you are still dissatisfied with the decision, a copy of your complaint will be given to an independent review panel made up of three people from Alcohol and Drug Abuse Services, INC (Cameron/Elk/McKean Single County Authority). This decision shall be final, and both you and the Bureau of Drug and Alcohol Programs will be notified of the decision in writing using the Grievance and Appeal Form within seven days of receipt of grievance.

- You have the right to see all records pertaining to your complaint and the decision, within state and federal regulations.
- You have the right to receive help throughout this entire process by means of an ICM, family member, an attorney, or anyone of your choosing.
- You will not be treated unfairly if you use these steps.
- Your case will not be discussed without a signed release of information.

I acknowledge that I understand this process and have been given a copy.

Client Signature

Date

Witness Signature

Date