

Process for Complaints and Appeals

If you are receiving services from the Behavioral Health Department and you have concerns regarding the quality of care you are receiving, we encourage you to express your concerns.

How does the grievance procedure work?

If you have a complaint or are dissatisfied with some aspect of services provided to you, you may speak directly with the supervisor of that particular department or with the Clinic Manager of your corresponding East Valley Community Health Center clinic location. Below is the contact information for the Clinic Manager of each site.

- **Pomona** (909) 620-8088 x.3288
- **Palomares** (909) 620-8088 x.3288
- **West Covina** (626) 919-5724 x.2330
- **Covina** (626) 919-5724 x.5116
- **Villa Corta** (626) 919-5724 x.4031

A written complaint may be mailed, faxed, or given to an office staff to be placed in the appropriate mailbox. Please ask your therapist or any Behavioral Health staff for a grievance form. In the event that your grievance is not resolved to your satisfaction, we will hold a formal meeting with all pertinent parties present to mediate a resolution to your grievance. If it is determined that it is necessary for you to change your behavior as part of the resolution process, you may be placed on a compliance contract. Please be informed that your decision to make a verbal or written complaint will not be held against you. *You will not be penalized for filing a grievance.* You may reach the EVCHC Behavioral Health Director at (626) 919-5724 x.2321 or x.3550 for questions or concerns regarding your grievance.

Print Patient Name

Signature of Patient
or Patient’s Representative

Relationship to Patient
(If not self)

Date

Print Witness Name

Signature of Witness

Date