

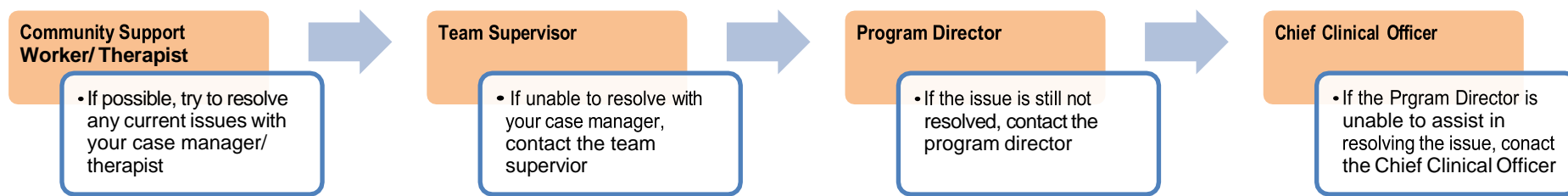
## Community Connections Internal Grievance Guide for DBH Programs

**Purpose of the Grievance Program:** To support consumers in circumstances where abuse, neglect, severe unethical behavior or fraud has occurred within the services provided by Community Connections, Inc. This department also assists with consumer complaints that were unable to be resolved by program supervisors/ directors.

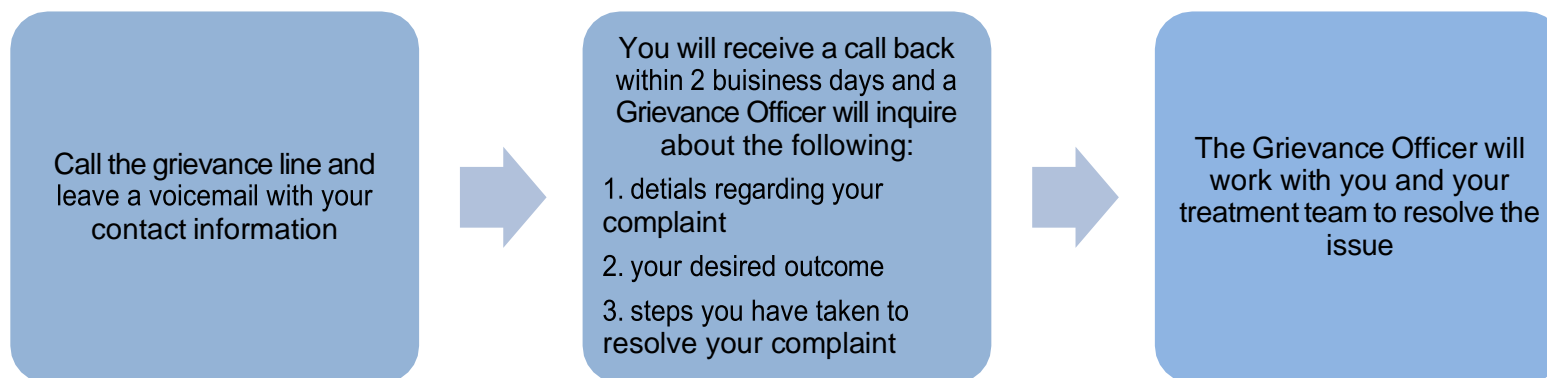
**Grievance Contact Line:** 202-683-1119

\*\* Please note this line is not an emergency number, calls will be returned within 2 business days. \*\*

For any grievances involving abuse, neglect, severe unethical behavior or fraud, contact the grievance line and leave a message. For complaints such as issues with weekly checks, wanting to switch case managers, and general frustrations with staff, etc., please contact the following staff in the listed order in efforts to resolve your complaint.



If you are unable to resolve your complaint and would like support from outside of the treatment team contact the Grievance Line.



### Additional Grievance Resources Outside of Community Connections

Consumers can file a formal grievance directly through the **Department of Behavioral Health** by completing the FAIR form. Consumers may also complete this form at Community Connections with their clinical team or with a member of the grievance program.

For more information and access to the forms, see link for the FAIR Form: <http://dbh.dc.gov/node/1106897>

Consumer and Family Affairs Administration

64 New York Ave. N.E., 3rd Floor

Washington, D.C. 20002

Telephone: (202) 673-4377 Fax: (202) 671-8049

**Consumer Action Network (CAN)** serves as a peer advocate organization and offers help with filing a grievance and support throughout the grievance process.

You can call (202) 842-0001 to arrange for assistance