

## COMPLAINT / GRIEVANCE PROCEDURE

### Facility Contact:

Director of Outpatient Services  
Michael Simms  
4700 South Syracuse St, Ste 100  
Denver, CO 80237  
720-477-7291 Ext: 34019

Complaints/grievances may be submitted either verbally or in writing.

1. Give complaint/grievance information to the Director of Outpatient Services.
2. If the above complaint/grievance procedures do not settle the patient's complaint/grievance, the staff members involved will notify the Patient Advocate.
3. The Patient Advocate will interview the patient to determine exactly what the patient's complaint/grievance is and will then attempt to resolve the issue.
4. The Patient Advocate will follow-up with the patient the following business day (or no longer than 72 hours) to see if the problem has been resolved.
5. If the patient is unable to resolve the problem with the facility, the Patient Advocate will ensure that the patient understands that they have the option to notify the Colorado Behavioral Health Administration (BHA).
6. The facility shall not discharge or discriminate in any way against any patient by whom, or on whose behalf, a complaint/grievance has been submitted to the Department or has participated in a complaint investigation process.

Colorado Behavioral Health Administration  
(303) 866-7191  
Email: [cdhs\\_bha\\_complaint@state.co.us](mailto:cdhs_bha_complaint@state.co.us)  
Online Form: <https://bha.colorado.gov/contact/contact-us#SubmitacomplainttotheBHA>

Colorado Department of Regulatory Agencies  
Civic Center Plaza  
1560 Broadway #1545  
Denver, CO 80202  
(303) 894-7855

Colorado Department of Public Health and Environment  
4300 Cherry Creek Drive South  
Denver, CO 80246  
(303) 692-2000

Colorado Department of Health Care Policy and Financing  
303 E. 17<sup>th</sup> Avenue  
Denver, CO 80203  
(303) 866-2993

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Patient Signature

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Date