

***Grievance and Appeal Policy***  
***The intent of Blair Drug and Alcohol Partnerships is to be an advocate for you.***

Blair Drug and Alcohol Partnerships 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 Blair Drug and Alcohol Partnerships 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) 381-0921**

### Fax

**(814) 381-0922**

### Email address

**[www.blairdap.org](http://www.blairdap.org)**

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## ***Grievance and Appeals Policy***

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## **Blair Drug and Alcohol Partnerships**

*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 Drug and Alcohol Partnerships office. The facility is required to provide you with the compliant form or you may access it on our website ([www.blairdap.org](http://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 Blair Drug and Alcohol Partnerships, you may request a final appeal by an independent review board.

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