

Grievance Policy of Eclectic Therapeutic Connections, PLLC

A grievance is an expression of dissatisfaction about any matter other than a change in benefits. You have the right to file a grievance with **Eclectic Therapeutic Connections, PLLC** either orally or in writing, at 919-637-4089.

Examples of grievances are:

- Concerns about staff not keep an appointment
- Staff not being respectful to you
- Not being able to get help from someone who speaks your language
- Dissatisfaction with quality of care
- Attitude of staff
- Billing and financial issues
- Quality of the providers office site
- You are not happy with the outcome of your grievance; you may call:
 - Alliance office of consumer affairs at (800)-510-9132.
 - Cardinal Innovation Healthcare at (888)-213-9687.
- If you are still unsatisfied, you may call Disability Rights of NC at 1-877-235-4210, or the North Carolina Department of Health and Human Services care – line at 1-800-662-7030.
- I understand that I have the right to voice my concerns with **Eclectic Therapeutic Connections, PLLC** at any time, and, if not satisfied with the outcome, contact the above for assistance.

Client Signature (or Parent/Guardian Signature if minor)

Date