

CUSTOMER SERVICE IS OUR # 1 PRIORITY

Complaint Process:

If you are not satisfied with any aspect of your services at KBH, you may choose to file a complaint.

You may do this by addressing the issue with your treating provider, or ask to speak with a program manager or supervisor. As customer concerns arise, every attempt will be made by staff and Program Managers to understand and resolve issues on an informal basis. All verbal or written complaints will be acted upon within 48 hours. A formal written response to the complaint, if requested, will be provided within 30 days of the initial complaint if appropriate.

If you are not satisfied with informal attempts at resolving the complaint, you may choose to file a more formal grievance. Additionally, suggestion boxes are available at all of the clinic waiting areas for your use should you wish to make a suggestion for improvement.

Grievance Instructions:

We ask that all grievances shall be made in writing. This is to ensure that there is no bias on the part of the person hearing your grievance or any misinterpretation of the issues you are seeking to grieve. You do not; however, have to use a particular form. A grievance can be typed, handwritten or with your permission tape-recorded and transcribed. In this packet, we have included a form that you can use.

If you need assistance filing a grievance, please see attached page for advocacy organizations. Additionally, if you wish to file a grievance but need an accommodation for literacy challenges, you can ask for assistance with the KBH Chief Administrative Officer (x1004), who will assist you to tape record your grievance for the purpose of having it transcribed.

Grievances shall be filed with the KBH Administrative Office. The address is:

Administrative Office
Kennebec Behavioral Health
67 Eustis Parkway
Waterville, ME 04901
Fax: 207-877-8427

Your grievance will be assigned to a Complaint Officer. This may be anyone in the agency who would be the most appropriate individual to investigate and respond to your grievance.

The Complaint Officer may require additional time to fully investigate your grievance. In this case, you will receive a letter indicating that a five (5) day extension is needed. Otherwise, KBH will respond with a formal written response within five (5) days, excluding weekends and holidays of the time we receive your grievance.

If you are not satisfied with the response to your grievance, the letter you receive will contain additional information about how to file an appeal. You will want to pay attention to timeframes as any appeal will need to be made within ten (10) days, excluding weekends and holidays of the time you receive the original grievance response.

Kennebec Behavioral Health does not permit retaliation of any kind for complaints or grievances received by persons served, family members, staff or other stakeholders.

Where to Get Help Filing a Grievance

The Grievance Process can be confusing, but there is help available. There are advocates who can either represent you or provide you with information. Advocates have experience helping people protect their rights. They understand the Rights of Recipients of Mental Health Services and the Grievance Process.

There are several agencies that provide advocacy services and/or information. These are some of the places you can contact for help.

Disability Rights Maine

160 Capitol Street, Suite 4

Augusta, ME 04330

1-800-452-1948 (v/tty) for clients/families (In-state only)

1-207-626-2774 (v/tty)

The Disability Rights Center has advocates at Acadia Hospital, Riverview Psychiatric Center (RPC) and the Dorothea Dix Psychiatric Center (DDPC)

National Alliance on Mental Illness (NAMI)

52 Water Street

Hallowell, ME 04347

(207) 622-5767 or 1-800-464-5767

Maine Equal Justice Partners

126 Sewall Street

Augusta, ME 04330

(207) 626-7058

1- 866- 626-7059

Department of Health and Human Services

Office of Behavioral Health

11 State House Station - 41 Anthony Avenue

Augusta, ME 04333-0011

(207) 287-2595 (Ask to speak to the Grievance Coordinator)

TTY Users: Dial 711 (Maine Relay)

Each of these agencies will either provide you with assistance or information or direct you to an agency that can. Don't be afraid to ask for help.