

**NOTICE OF RIGHT TO FILE A  
COMPLAINT OR GRIEVANCE**

THIS NOTICE DESCRIBES THE PROCESS YOU WILL NEED TO FOLLOW  
WHEN FILING A COMPLAINT OR GRIEVANCE

Dear Patient,

If you are unhappy with your North Alabama Community Care services, you have the right to file a complaint or grievance. You are a valuable customer of our agency and we want to continue to serve you. Every effort will be made to resolve your complaint or problem.

1. For verbal complaints please contact the Clinical Supervisor at 1 (855) 219-6599 (toll free). Office hours are 8:00 A.M. to 5:00 P.M. Monday through Friday (excluding holidays)
2. Verbal complaints will be reviewed within five (5) business days.
3. If they are unable to resolve your verbal complaint, they will forward it to the Executive Director for review and resolution.
4. Written complaints will be reviewed by the Executive Director and/or Quality Director, in a timely manner.
5. Every effort will be made to reach a satisfactory resolution.

If you have any questions about this notice, please talk with your Care Coordinator or call (256) 382-2590 or toll-free at 1 (855) 219-6599.