#### Procedure: Client complaints

**Rationale:** Clients have the right to file a grievance if they believe that they are not receiving appropriate care and services.

**Purpose:**  To establish procedures for clients to provide feedback and voice their concerns.

The following is provided to every client:

CLIENT COMPLAINT PROCEDURE

PHNTX wants to give you high quality services. If you feel that you were given bad or poor service, PHNTX has a process for you to make a complaint. We hope that you do not have a problem with services you get at PHNTX but if you do please take the steps below, so that we may help solve it quickly.

1. Discuss the problem with your Care Coordinator and try to resolve it together.

2. If the problem remains, call 214-XXX-XXXX and ask to speak to the Health, Hope, and Recovery program director. Explain the problem to him/her. If you leave a message, make sure to give your phone number.

3. If the problem is still not resolved, contact the Chief Program Officer at 214-XXX-XXXX and explain the problem. If you leave a message, make sure to give your phone number.

4. If you are not pleased with the results, state your problem in a letter to:

*Chief Operating Officer*

*Prism Health North Texas*

*[Organization Address]*

Make sure to give your phone number. Our Chief Operating Officer will call you to discuss how the problem may be resolved.

We shall make every effort to address your problem. If you make a complaint, it will not have a bad or negative impact on how we serve you in the future.

*This publication is part of a series of manuals that describe models of care that are included in the HRSA SPNS Initiative* Building a Medical Home for HIV Homeless Populations*. Learn more at* <http://cahpp.org/project/medheart/models-of-care>