



929 S Washington St Junction City, Kansas 66441
785.802.9024
Tessa.Gutierrez@newleafcares.com

CLIENT GRIEVANCE POLICY AND PROCEDURE

As a client of New Leaf Counseling, you have the right to file a grievance if you feel you have not been treated fairly in any way. You will suffer no repercussions in service delivery as a result of filing a grievance. All grievances will be addressed in a confidential manner.

If you have a grievance or recommendation, you should first discuss it with the counselor with whom you are working. If this is not successful or you feel this is not an option, you should proceed with the following steps:

1. A written statement should be prepared (including date and time of the grievance). The statement should provide some detail of the conflict that cannot be resolved. You may ask for assistance from any staff or counselor.
2. Submit the grievance to the business office/office manager with 10 working days. An appointment will be scheduled for you to meet with someone to resolve your grievance.
3. If a resolution has not occurred within 10 working days, your grievance will be referred to the program's Executive Director who will listen to the information about the incident and will mediate the grievance.
4. Any grievance that is the result of a dispute of a written service agreement will be examined to determine if the service agreement was fair and if the service agreement was in fact violated by the client or counselor.
5. If this determination is still not satisfactory to you, you may request that you transfer to another program. Three names will be given to you in writing so that you can pursue other options. You may continue to receive services at New Leaf Counseling while pursuing these options if you so desire.
6. List below is also the name and contact information of the State agency to whom complaints about care and treatment planning may be forwarded.

Completion of this review shall be done within 30 calendar days.

All written correspondence can be faxed to, mailed to or dropped off at:

**New Leaf Counseling
ATTN: Grievance Review
939 S Washington St
Junction City, KS 66441
785.802.9024**

**KDADS
Community Services & Programs
Behavioral Health
503 S Kansas Ave
Topeka, KS 66603
785.296.6807**