

**ACKNOWLEDGEMENT OF THE
COUNCIL ON CHEMICAL ABUSE'S
GRIEVANCE AND APPEALS PROCEDURES**

I, _____, have been given a copy of the Council on Chemical Abuse's Grievance and Appeal policy and procedures. I understand that a grievance is defined as a written complaint regarding a decision made by the Council on Chemical Abuse as it relates to the five areas identified below:

- denial or termination of services;
- level of care determination;
- length of stay in treatment;
- length of stay in ICM; and
- violation of the client's human or civil rights.

I also understand that if I choose to initiate a grievance or appeal a decision that the following apply:

- I must sign a consent form so confidential client information relating to the grievance and appeal can be provided to the first level of appeal and to an independent review board for the purpose of rendering a decision on the appeal;
- I have the right to have access to all documentation pertaining to the resolution of the grievance within the confines of state and federal confidentiality regulations; and
- I have the right to be involved in the process and have representation by means of a client advocate, case manager, or any other individual I choose at each level of appeal.

Signature

Date

Witness

Date