



COMPLAINT/GRIEVANCE FORM

You have the right to file a complaint with us about our privacy practices or our compliance with our Notice of Privacy Practices, or our Privacy Policies and Procedures. To exercise this right, please complete, sign and date the following form, then submit this complaint to us at our office

State code and federal laws strictly prohibit any retaliation against a It's Not Over client or employee who exercises his/her right to file a complaint or grievance. Retaliation is prohibited whether or not the charging party prevails in the original charge. Subsequent to, or at the same time as the charge, no staff of It's Not Over may harass, discriminate, coerce, intimidate, or retaliate against an individual who has filed a complaint or participated in the complaint resolution process. It's Not Over or any other employee may not harass, discriminate, coerce, intimidate, or retaliate against an employee who file a complaint. It's Not Over will not tolerate any kind of unlawful discrimination, harassment, or retaliation.

You may in addition or in the alternative to filing a complaint with us, file a complaint with the United States Department of Health and Human Services at:

Maryland Office of Administrative Hearings
Department of Health and Mental Health Hygiene
11101 Gilroy Road
Hunt Valley, MD 21031
(410) 229-4262

Civil Rights Compliance Office
Department of Health and Mental Hygiene
201 West Preston Street
Baltimore, MD 21201

Via the Joint Commission:

- Online: Submit a NEW patient safety event or concern
- Online: Submit an UPDATE or ASK a Question about your incident (You must have your incident number)
- We do not accept faxed or emailed submissions
- Mail to:
Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181



Client Lodging Complaint

Name

Address:

Zip:

DOB

Telephone:

Client's Complaint

Please provide a detailed description of your complaint.

Please tell us what resolution you are seeking for this complaint.

Signature

Date

-----Office Use Only-----

Date Received: _____ by _____

Date Given to Privacy Officer: _____ by _____

Action Taken:

IT'S NOT OVER, LLC
PSYCHIATRIC REHABILITATION PROGRAM



The Executive Suites at the Belvedere, Suite# 1121

Baltimore, MD 21202

443.835.4656 (Tel)

info@itsnotover.email

Follow-up Needed:

Copy Given to client on _____ (unless in violation of another client's rights)

Date added to Grievance _____ Signature _____