



## Highlands Behavioral Health System

### Patient Grievances

Highlands Behavioral Health System has a grievance resolution process designated to ensure fair consideration of grievances made by or on behalf of Highlands Behavioral Health System patients and quick resolution of those grievances.

**WHO MAY FILE A GRIEVANCE:** Any patient placed at Highlands Behavioral Health System or any person involved in the welfare of a patient placed at Highlands Behavioral Health System (e.g. relative, foster parent, guardian, etc).

**WHAT GRIEVANCES ARE CONSIDERED:** The grievance may be about any rule, policy, action, condition, or decision made or permitted by Highlands Behavioral Health System, a Highlands Behavioral Health System employee, or any other person paid by Highlands Behavioral Health System to care for a patient in treatment at Highlands.

**WHEN A GRIEVANCE MAY BE FILED:** It is important that grievances be filed as soon as possible. Most grievances should be filed within 5 days of the action or incident.

**HOW TO FILE A GRIEVANCE:** Grievance forms are available at any time on each unit upon request. You may write your grievance on the form and include your desired resolution of the problem. Sign the form and place it in the Black Reception Box. Your Patient Representative will respond within 24 hours or the next business day, to any concern that is not resolved within the department where your concern began. You can ask for assistance from any Highlands Behavioral Health System employee in getting the form and writing and filing your grievance. Within a short time after your grievance is filed, an attempt will be made, with your participation, to resolve the concern.

For more information about the grievance procedure, contact the Patient Representative:

**Mike C.**

8565 S. Poplar Way

Littleton, CO 80130

720-348-2888

YOU HAVE A RIGHT TO FILE A GRIEVANCE, TO RECEIVE A WRITTEN RESPONSE TO YOUR GRIEVANCE, AND TO APPEAL IF YOU ARE NOT SATISFIED WITH THE RESPONSE. IF ANY PERSON ATTEMPTS TO DENY YOU THESE RIGHTS OR PENALIZE YOU FOR FILING A GRIEVANCE, YOU MAY CONTACT A PATIENT REPRESENTATIVE AT ANY OF THE FOLLOWING:

Behavioral Health Administration

3824 W Princeton Circle

Denver, CO 80203

303-866-7191

Department of Regulatory Agencies

1560 Broadway, Ste 110

Denver, CO 80202

800-866-7675 or 303-894-7855

The Legal center for People with

Disabilities and Older People – Denver Office

455 Sherman St, Ste 130

Denver, CO 80203

800-288-1376

Colorado Department of Health

and Environment – Health Facilities Division

4300 Cherry Creek Drive South

Denver, CO 80222

800-886-7689

YOU ALSO HAVE THE RIGHT TO CONTACT THE JOINT COMMISSION AND EXPRESS ANY CONCERNS OR GRIEVANCES AT 1-800-994-6610 OR ON THE WEB AT [www.jointcommission.org](http://www.jointcommission.org).