



Grievance Procedure

Intermountain Step-by-Step Complaint Process

It is important to us to work with you and address any conflicts or complaints you have. In order to provide quality services, we need to resolve issues that come up in the course of treatment. At any time in this process if you feel you need to contact the Chief Executive Officer, please do so or ask staff to assist you.

Step 1

- Talk to the staff you work with about the complaint
- If you have a conflict with the person you work with, try to resolve it with them
- If unable to resolve or get complaint addressed, move to Step 2

Step 2

- If unable to resolve with staff; notify an Intermountain manager:
 - Clinical Supervisor, (406) 457-4753, or
 - Director of Quality Assurance, (406) 457-4858, qualityassurance@intermountain.org, or
 - For financial compliants, Accounts Receivable Supervisor, (406) 457-4817, accountspayable@intermountain.com
- If unable to resolve with a manager/director; move to Step 3

Step 3

- If unable to resolve with a manager or director, notify Intermountain's:
 - Clinical Director, (406) 442-7920
- If unable to resolve with an executive officer, move to Step 4

Step 4

- If unable to resolve with an executive officer, notify Intermountain's
- Chief Executive Officer, (406) 442-7920

Advocacy

- If you feel you have exhausted the complaint process at Intermountain and you continue to need assistance or advocacy, there are several places that will provide support to you:
 - **Montana Mental Disabilities Board of Visitors** (406) 444-3955 or (888) 332-2272, office location: 1412 1/2 8th Ave., Helena, MT
 - **Montana Mental Health Ombudsman** (406)444-9669 or (888) 444-9669, office location: 1412 1/2 8th Ave., Helena, MT
 - **Disability Rights Program** (406) 449-2344 or (800) 245-4743, website: <http://www.mtady.org/paimi.htm>