

Intermountain believes in the rights of clients to participate actively in their care, including the right to question how the care is being provided. Issues, conflicts, complaints or grievances from clients are regarded as important, and an integral part of our performance improvement process. Attempts will be made to mutually resolve any and all grievances in a fair, open and honest fashion. Although you are encouraged to follow Steps 1-3 below, these steps may be by-passed, and the complaint filed directly with the Chief Executive Officer.

STEP 1

- Tell the staff member you are working with at Intermountain about the issue/complaint and try to resolve it with them directly.
- If unable to get resolution or if the issue/complaint has not been addressed, move to **STEP 2**.

STEP 2

- Notify our QA Director and Program Director:
- Quality Assurance Director, Roxanne Wallis, (406) 457-4772 or qualityassurance@intermountain.org.
- To locate the Program Director for a specific program (Residential, Day TX, School Based, Outpatient) call our direct line at (406) 442-7920.
- If unable to get resolution or if the issue/complaint has not been addressed, move to **STEP 3**.

STEP 3

- Notify our Clinical Director(s) and/or Chief Financial Officer:
- Clinical Director, Kim Gardner, (406) 465-7568 or kimg@intermountain.org.
- Clinical Director, Daniel Champer, (419) 566-7494 or danielc@intermountain.org.
- For financial complaints contact Elizabeth Saylor, CFO, (406) 457-4827 or elizabeths@intermountain.org.
- If unable to get resolution or if the issue/complaint has not been addressed, move to **STEP 4**.

STEP 4

- Notify our Chief Executive Officer, Jim Fitzgerald, (406) 442-7920 or jimf@intermountain.org.
- If unable to get resolution or if the issue/complaint has not been addressed, move to **ADVOCACY**.

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:
- **State of Montana Mental Disabilities Board of Visitors** (406) 444-5278 or toll-free (855) 318-1330
- **State of Montana Mental Health Ombudsman** (406) 444-9669 or toll-free (888) 444-9669
- **Disability Rights Montana** (406) 449-2344 or toll-free (800) 245-4743
- **Department of Public Health & Human Services-Quality Assurance Division** (406) 444-2099