



If a client and/or staff member is dissatisfied or has a grievance they have the right to contact, voice or write a letter of complaint to any of the agencies listed below. They may also question or voice concerns about services, treatment, procedures, rights and policies by calling any of the following agencies:

- Your Local Behavioral Health Authority or Core Service Agency
  - Baltimore County: 410-887-3828.
  - Harford County: 410- 803-8726
  - Baltimore City:  
<https://forms.office.com/pages/responsepage.aspx?id=4nL4BsSK5Uu3oQ-rodQLce7iuIwBtIFDm2J0D9FwFhUNlpaUjhGTUhhRRTFWk0TFk2MzhBWVVPSC4u&route=shorturl>
- Department of Health’s Office of Health Care Quality, contact their office at 410-402-8047 or visit their web site at [www.dhmf.state.md.us/ohcq/](http://www.dhmf.state.md.us/ohcq/)
- Department of Human Services, contact their office at 1-800-332-6347 or visit their web site at [www.dhr.state.md.us/ssa/license.htm](http://www.dhr.state.md.us/ssa/license.htm)
- The Joint Commission:
  - Report a Safety Event about a Health Care Organization  
Report on Line:  
[jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/](http://jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/)
- Mail to:  
Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181
- The HIPAA Privacy Officer/Corporate Compliance Officer: 954-695-6847
- The U.S. Department of Health and Human Services for privacy or breach of confidentiality (HIPAA):  
The US Department of Health and Human Services  
200 Independence Avenue, S.W.  
Washington, D.C. 20201  
Toll Free: 0/877-696-6775

All clients will be afforded the opportunity to contact any above agencies including the Abuse Registry Hot Line without the fear of retaliation. No staff and/or person will be penalized for filing a claim and/or grievance. All clients are given a copy of the “Client Bill of Rights”, “Notice of Privacy Practices”, and “Grievance Procedure” in their Intake Packet.