



MEMBER GRIEVANCE PROCEDURE

All member communication is to be treated with respect and consideration by CCSN employees. Any member who believes that he/she has not received satisfactory treatment/services has the right to express their dissatisfaction. When an employee receives a complaint or concern from a member, it is the employee's responsibility to report the complaint/concern to their supervisor or provide the member with the supervisor's contact information. The supervisor will provide timely follow up with the member to remediate the issue. No member will be discharged or discriminated against in any way for initiating or participating in a complaint or concern.

If a member believes that they have been improperly denied services by a CCSN office or the CCSN office is in violation of the Behavioral Health Act, Instruction or Guidelines, or are dissatisfied with the manner or quality of the services provided, the member is entitled to make a formal complaint pursuant to the Procedure below.

Grievance Procedure

LEVEL ONE: You should make your complaint orally or in writing within five (5) days of the incident, to the immediate supervisor of the employee working with the member. The supervisor will contact you with a decision within five (5) business days of receipt of the complaint.

LEVEL TWO: If you and the supervisor are unable to resolve the complaint, your next step is to complain, orally or in writing within seven (7) days to the Quality/Compliance Manager. Please call (520) 686-9436, extension 1005. The complaint will be reviewed and you will receive a response within ten (10) business days of the receipt of the complaint.

LEVEL THREE: If you are still unable to resolve the complaint, then you may have your complaint considered by the CCSN Chief Administrative Officer within ten (10) days of the Level Two response.

Caring Connections for Special Needs, LLC
Chief Operating Officer
Shannon Casey
921 S. Prudence Rd.
Tucson, AZ 85710
(520) 639-9008

Direct Appeal for Complaints about Quality of Assistance

If you are dissatisfied with the assistance we have provided you, you are entitled to give your complaints directly to the offices listed below:

Bureau of Medical Facilities Licensing
150 N. 18th Ave., Suite 450
Phoenix, AZ 85007
(602) 364-3030

AHCCCS
801 E. Jefferson St
Phoenix, AZ 85034
(602) 417-6600