

GRIEVANCE PROCEDURES

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 the staff member's supervisor. The staff member can provide direct contact information for their supervisor or call (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). The supervisor can provide direct contact information for their Clinical Director or call (406) 442-7920.
- If unable to get resolution or if the issue/complaint has not been addressed, move to **STEP 4**.

STEP 4

- Notify our Quality Assurance Department. The clinical director can provide direct contact information for the quality assurance department, you can call (406) 442-7920 or email them at qualityassurance@intermountain.org.
- If unable to get resolution or if the issue/complaint has not been addressed, move to **STEP 5**.

STEP 5

- Notify our Chief Executive Officer. Please call (406) 442-7920.
- 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