

## BVBH GRIEVANCE POLICY

To assure appropriate review and resolution of conflicts which may arise, BVBH has established the following procedures:

1. If an individual has a grievance, they are encouraged to discuss the problem with the relevant staff person in order to reach resolution.
2. If the problem is not resolved through discussion, the individual may present the complaint in writing by completing a complaint form. The form is available upon request at any BVBH office or on the BVBH website.
3. Upon receipt of the complaint form, the Executive Director or Financial Director will review and respond to the complaint within 10 working days.
4. Clients who feel their grievance is unresolved may contact the following state and regulatory agencies:

Nebraska Health and Human Services  
PO Box 94986  
Lincoln, NE 68509-4986  
(402) 471-0316

The Joint Commission  
[www.jointcommission.org](http://www.jointcommission.org) or  
Mail: Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181