

LifeSpan...A Community Service

LifeChoices Hope House Fowler House DeForest House PICC Hillsdale

INTERNAL / INFORMAL COMPLAINT PROCESS

Consumer Name: _____

Case #: _____

If you have any questions, concerns or complaints regarding your services, you may talk to any of the following people. The person to whom you make the complaint will, within 24 hours, help you contact a Recipient Rights Advisor. They will contact the right person to help you fix your complaint within 72 hours after receiving it.

REMEMBER you have a right to complain without retaliation or fear!

Fowler House

Manager -- Judy Reid

Hope House

Manager -- B.J. Wright

LifeChoices

Program Manager -- Neale Maske

Operations Manager -- Julie Jahn and Kerry Smith

Social Worker -- Ashley Jewell

Social Worker -- Mary Scott

Hillsdale PICC

Manager -- Amy Owens (Phone # 517-439-1471)

DeForest House

Manager -- Andrea Parshall

Administration

Executive Director -- Barbara Freysinger

Business Manager -- Kimberlee Owen

Human Resource Manager -- Karrie Beilfuss

Quality Manager -- Karen Sager

Administrative Assistant/Billing Specialist -- Kristen Wright

Goal Coordinators -- Wes Draves (Hope House) & Tracy Potts (Fowler House)

Facilities

Facilities Director -- Brian Freysinger



Recipient Rights Advisor: Kristen Wright

The above people can be reached at 784-4426 or go to our website at www.lifespanscs.com

To talk to someone at LifeWays call:

Customer Services (517) 780-3332

Toll-Free: (866) 630-3690

Recipient Rights Offices (517)789-1237

24-Hour Crisis Line: 1-800-284-8288

Your Case Manager/Supports Coordinator and/or staff will help you with the number if needed.

You may also fill out a GO form—you may ask for staff to assist you if needed.

You may also fill out a formal complaint—you may ask staff to assist you if needed.

Staff will assist you to contact LifeWays Community Member Services if your complaint cannot be resolved through LifeSpan's complaint process.

Signature

Date

Guardian

Date

Witness

Date

Rev. 1/15 NBM