

## Authorized PRSN Community Mental Health Providers

Crisis services are available 24 hours a day, 7 days a week.  
For non-crisis hours of operation, please contact the individual  
Mental Health Provider at its local number.

### East Clallam County

*Peninsula Community Mental Health Center*  
118 East 8<sup>th</sup> Street  
Port Angeles, WA 98362  
360-457-0431 Services  
**360-452-4500 Crisis**



### West Clallam County

*Forks Community Hospital – West End  
Outreach Services*  
530 Bogachiel Way  
Forks, WA 98331  
360-374-6177 (Services or **Crisis**)



### Jefferson County

*Jefferson Mental Health Services*  
884 W Park  
Port Townsend, WA 98368  
360-385-0321 or 877-410-4803 (Services or **Crisis**)



### Kitsap County

*Kitsap Mental Health Services*  
5455 Almira Drive NE  
Bremerton, WA 98311-8330  
360-373-5031 TDD 360-478-2715  
**Emergency Services 360-373-3425**  
**Crisis Clinic 360-479-3033 or 800-843-4793**  
From North Kitsap 360-535-5400  
From Bainbridge Island 206-694-4655



**PRSN Administration Offices**  
614 Division Street, MS-23  
Port Orchard, WA 98366-4676  
360-337-4604 FAX 360-337-5721  
Toll Free 1-800-525-5637

## Peninsula Regional Support Network

*Community Mental Health Services in  
Clallam, Jefferson & Kitsap Counties*

# Complaint, Grievance, & Fair Hearing Brochure

*December 2011*



Administered by the Kitsap County  
Department of Personnel & Human Services

If you have a concern about the quality of your mental health services or access to services, you have the right to file an agency complaint, Peninsula Regional Support Network (PRSN) grievance, or fair hearing.

By sharing your concerns, problems are resolved and we can ensure improvement to the overall system.

Ombuds Services are offered at no cost to assist individuals who have questions or need assistance with filing a complaint, grievance or fair hearing.

#### PRSN Ombuds Services

#### **BRIDGES Mental Health Ombuds**

9004 Washington Ave NW

Silverdale, WA 98383

(360) 692-1582 or

1-888- 377-8174

ombuds@kitsapdrc.org

*All calls are kept confidential and support client-directed solutions.*

It is a good idea to try to resolve your concerns with the person directly involved or ask the Ombuds to assist you before taking formal action because problems can usually be resolved in a timelier manner.

- Explain your concern. Be clear about what an acceptable solution will be.
- Try to find ways to reach agreement that will satisfy both you and the other person.

#### **What is a Complaint?**

A complaint is any issue of dissatisfaction with some aspect of service. Complaints are filed with the network mental health agency.

#### **What is a Grievance?**

A grievance is an expression of dissatisfaction about the overall system, usually after unsuccessful resolution of a complaint. Grievances are filed with the PRSN.

#### **What is a Fair Hearing?**

A fair hearing is an expression of dissatisfaction, after filing a PRSN grievance. Fair Hearings are filed with the Department of Social & Health Services (DSHS) Office of Administrative Hearings.

#### **How do I file a Complaint or grievance?**

A complaint or grievance may be submitted in person, by telephone or in writing.

You may file the concern or an authorized representative may file the concern for you.

Complaints about direct services are filed with your mental health agency. For your convenience, forms are available in the agency main lobby or by calling the Ombuds office.

Grievances regarding the overall system can be directed to the:

#### **Peninsula Regional Support Network**

614 Division Street MS-23

Port Orchard, WA 98366-4676

(360) 337-4604 or

1-800-525-5637

#### **What happens after I file a complaint or grievance?**

Every agency complaint and PRSN grievance is acknowledged in writing. The letter explains what actions will be taken to resolve your concern.

A written resolution will be provided within 30 days from the filing date. This timeframe can be extended, with permission granted from the Department of Behavioral Rehabilitation Services of DSHS.

#### **Can I continue to receive services while my complaint / grievance is in process?**

Yes, your mental health services will continue through your authorization period. Contact the PRSN immediately if you feel your services have been affected as a result of sharing your concern.

#### **What if I am not satisfied with the offered resolution?**

If you are not satisfied with the offered resolution to your complaint, you can file a grievance.

If you are not satisfied with the offered resolution to your grievance, you have the right to file a Fair Hearing request with:

DSHS Office of Administrative Hearings

1-800-583-8271



December 2011

