

Agency Name _____

Contact Name: _____

Contact Phone #: _____ (Month and Year)

Total Unduplicated
Number of Adult Cases

Total Unduplicated
Number of Child Cases

Occurrence	CMHA Complaints	Outstanding
Adult (21 Yrs. and over)		
Access to Outpatient		
Dignity and Respect		
Quality/ Appropriateness		
Phone calls not returned		
Service -- Intensity, Not Available, Coordination		
Consumer Rights		
Physicians & Medications		
Financial & Admin Svs		
Transportation		
Emergency Services		
Access to Inpatient		
Violation of Confidentiality		
Participation in Treatment		
Other		
Total	0	0

Occurrence	CMHA Complaints	Outstanding
Children (0-20 Yrs.)		
Access to Outpatient		
Dignity and Respect		
Quality/ Appropriateness		
Phone calls not returned		
Service -- Intensity, Not Available, Coordination		
Consumer Rights		
Physicians & Medications		
Financial & Admin Svs		
Transportation		
Emergency Services		
Access to Inpatient		
Violation of Confidentiality		
Participation in Treatment		
Other		
Total	0	0

Resolutions	CMHA Complaints	Outstanding from Last Period
Adult (21 Yrs. and over)		
Info/Referral		
Referral to QRT		
Conciliation/Mediation		
Arbitration		
Fair Hearing		
Other		
Not Pursued		
Total	0	0

Resolutions	CMHA Complaints	Outstanding from Last Period
Children (0-20 Yrs.)		
Info/Referral		
Referral to QRT		
Conciliation/Mediation		
Arbitration		
Fair Hearing		
Other		
Not Pursued		
Total	0	0