

## Level Two Grievance

(Appeal of Level One)

If you disagree with the response to your Level I grievance, you have the right to appeal by submitting a Level II grievance.

You have **10 working days** to file the appeal of your Level I grievance

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date of Grievance You Are Appealing:

\_\_\_\_\_

Name of the Person Who Responded to the Previous Grievance: \_\_\_\_\_

\_\_\_\_\_

**Explain why you disagree with the response you received to your Level I Grievance:**

(Turn Over)

## Disability Rights Maine

160 Capitol Street, Suite 4

Augusta, ME 04330

Phone: 800.452.1948 (V/TTY)

207.626.2774 (V/TTY)

Fax: 207.621.1419

advocate@drme.org



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Donations are tax deductible and gratefully accepted.



## How to File a Grievance Against a Community Mental Health Provider

Includes Easy-to-Use Forms for Filing Level I and Level II Grievances

[WWW.DRME.ORG](http://WWW.DRME.ORG)

## Level One Grievance

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Date of Grievance: \_\_\_\_\_

- Must be responded to in 5 days (not counting weekends or holidays).
- They may notify you in writing of an extension for 5 more days.

Urgent: \_\_\_\_\_ Not Urgent: \_\_\_\_\_

(See *Level I Grievances* for information about what makes a grievance "urgent")

Location/Agency: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

**Describe the problem or rights violation:**

(Turn Over)

**Describe the problem or rights violation (continued):**

**What would you like to have happen that will fix this problem?**

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## **THE GRIEVANCE PROCESS & YOUR RIGHTS**

- ☆ You have the right to file a grievance both in and out of the hospital.
- ☆ A grievance is a formal written complaint that you can file when you believe that an agency, facility or program has violated your rights under the Consent Decree, The Rights of Recipients of Mental Health Services or any other applicable law or regulation.
- ☆ It is not your job to determine if your rights were violated.
- ☆ While an agency may have a grievance form, a grievance can be written on any paper, including the attached forms.
- ☆ You may not be retaliated against because you filed a grievance.
- ☆ All days in the timeframes below are **working days and do not include weekends or holidays.**
- ☆ When you file a grievance try to get a copy of it or write down the date and who you gave it to for your records.

### **LEVEL ONE GRIEVANCES**

- ◆ This is the first level and where you start.
- ◆ A Level I grievance may be handed to staff who should give it to the supervisor of the agency.
- ◆ The agency has **5 working days** to provide a written response to Level I grievances.

- ◆ The agency may ask for **5 more working days** to respond. They must let you know in writing.
- ◆ An urgent grievance is only for those instances where if the grievance is not responded to immediately the issue you are grieving will have already happened and cause harm that can not be reversed.

### **LEVEL TWO GRIEVANCES**

- ◆ If you disagree with the response, a Level II grievance may be filed **within 10 working days of the** day you received your response.
- ◆ Level II grievances must be responded to by the Chief Administrative Officer within **5 working days.**
- ◆ The Administrator may ask you in writing for a **5 day** extension to respond.

### **LEVEL THREE GRIEVANCES**

- ◆ Level III grievances are an appeal of the decision from Level II and are sent to the Commissioner of the Maine Department of Health and Human Services.
- ◆ Level III grievances must be filed within 10 working days of the day you received the Level II decision.
- ◆ Level III grievances are required to have a hearing if you did not have one at Level II.

**Explain why you disagree with the response you received to your Level I Grievance (continued):**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Mail Your Level II Grievance to:**

Director, Office of Substance Abuse and  
Mental Health Services  
Dept. Health & Human Services  
11 State House Station  
Augusta ME 04333-0011

**Or Fax to:**  
207.287.9152