

## Grievance/Dissatisfaction Process

This explains what you can do if you want to file a grievance (an expression of dissatisfaction) about the quality of care or services; or report rude, abusive, disrespectful, or unprofessional conduct by a contracted provider, client, vendor, or program staff.

### A. Who May File

1. A client or client representative with written consent from the client  
Or
2. A provider for the client may file a grievance on behalf of a client with written consent from the client  
Or
3. Program or contracted provider staff about a client

### Whom do I contact to File a grievance:

- Regarding The ADAP Contract Pharmacy (the Apothecary Shop) or their staff: Call or write them directly; or you may contact ADAP
- Regarding a Client: Contact ADAP
- Regarding a Vendor or care provider: Contact ADAP

### Where to send:

AZ ADAP Quality Manager  
Arizona Dept. of Health Services  
150 N. 18th Ave.  
Phoenix, AZ 85007

Where to call: 1-800-334-1540 or 602-364-3610; state that you want to file/report a grievance, and provide your contact information.

### Timeframe for Filing a Grievance

A client grievance may be filed at any time.

Please be prepared to provide the following information

- a. Date of incident, who was involved
- b. Full name of the client, address, phone number,
- c. Reason for grievance, give details, what happened

### Process for a Grievance Review

A written notice from AZ ADAP of receipt of the written grievance will be sent the client/client representative or contractor, vendor, provider or their staff no later than five (5) business days after receipt.

If a grievance is received verbally the ADHS Ryan White part B staff, member will document the issue(s), investigate the issue and contact appropriate involved individuals. The ADHS staff will document all conversations/communication. The client will be contacted with the results of the investigation once the grievance investigation has been completed.

## **Grievance Resolution**

The grieving party will be informed of how the grievance was resolved as quickly as possible.

If the grievance resolution involves a change in the policy or procedures by the program or its providers the revision or policy will be submitted to ADHS Ryan White part B Manager for review within 30 calendar days.