

## Complaints and Appeals

Your satisfaction with our services is very important to us. We want you to be treated fairly and respectfully. If you feel for any reason that you have not been treated fairly, we want to hear from you.

### How You Can Make A Complaint

We strongly urge you to first bring up any concern or complaint with the person that provides treatment for you or your loved one. If that is not successful for you, Centennial has a simple process to work out complaints. We have Consumer Service Representatives (CSR) for adult services and Parent/Family Advocates (PFA) for children and family services to help you get your complaint answered. Your CSR or PFA can be contacted at:

CSR	PFA
Nicole Benavides 970-522-4549	Kirstin Schelling 970-522-4549

Even though the CSR's and the PFA's are employed by Centennial, it is their job to represent and protect your interest.

You may ask anyone, at anytime, to help you pursue your complaint or concern. However, this helper does not take the place of the Consumer Service Representative in the Complaint Process.

**Note:** No person receiving services may be terminated from services during the time the Complaint Resolution Process is occurring or during appeal of a decision, unless continuation of services presents a risk to that person or others.

### What We Will Need From You

To make sure we have all the information we need to help with your complaint, please be prepared to tell us the following at the time you call or write:

1. Personal information so we can get in touch with you (name, phone number, address, birth date, Medicaid number if you have Medicaid.)
2. Who the complaint is about
3. What the complaint/problem is (date, what happened people involved, etc.)
4. How you would like the situation resolved
5. What you have already done to try to resolve the issue