

(This form does not need to be signed or printed. It is merely for your information.)

CLIENT APPEALS/GRIEVANCES PROCEDURE

A client who has a complaint about services, including fee issues, sexual harassment, or any other concern may request a review. The procedure for this is as follows:

1. The client is encouraged to discuss the concern/complaint with his/her counselor. If this does not satisfactorily resolve the concern/complaint, the client may undertake step 2. If a client is reluctant or unwilling to start with step 1, he/she may begin the appeals process with step 2.
2. The client shall send a written request for a review to the state licensing board (LMHC).