



GRIEVANCE/COMPLAINT PROCEDURES

New Directions makes every effort to protect and promote the rights of all program clients. Staff members are available to discuss any concerns or problems that arise. If a problem or concern arises that is not resolved through an informal discussion with program staff, the following steps may be taken:

1. If you (the client or family member/guardian) felt that a problem or concern has not been resolved to your satisfaction, your concern should be brought to the attention of the Program Director. Please note that the sooner you contact the Program Director, the more quickly the issue can be attended to.

2. If the issue is not satisfactorily resolved in step 1, you may submit a written statement. Upon receipt of the written statement, the Director will conduct an internal investigation through interviews with program staff and a review of case records where needed. Within seven (7) working days after receipt of the written grievance, the Director will meet with the parties filing the grievance. In some cases, program staff will be asked to attend the meeting as well. Discussions will be documented, with the aggrieved party notified, in writing, of the decision reached.

At any time during this process, if you are still unsatisfied with the resolution to your grievance/complaint, we recommend that you contact your local Department of Behavioral Health and Developmental Disabilities Regional Board.

**Department of Behavioral Health and Developmental Disabilities
Regional Boards**

Region 1 705 North Division Street Rome, GA 30165 Phone: (706)802-5272 or 1-800-646-7721 Fax: (706)802-5280	Region 2 3405 Mike Padgett Hwy., Bldg 3 Augusta, GA 30906 Phone: (706)792-7733 or 1-800-380-4835 Fax: (706)792-7740
Region 3 100 Crescent Centre Pkwy., Suite 900 Tucker, GA 30084 Phone: (770)414-3052 Fax: (770)414-3048	Region 4 400 S. Pinetree Blvd. (PO Box 1378, Thomasville, GA 31779) Thomasville, GA 31792 Phone: (229)225-5099 Fax: (229)227-2918
Region 5 1915 Eisenhower Drive, Bldg TWO Savannah, GA 31406 Phone: (912)351-6577 or (912)351-6421 Fax: (912)351-6309	Region 6 3000 Schatulga Road, Bldg 4 Columbus, GA 31907 Phone: (706)565-4138 Fax: (706)568-2128

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Consumer Signature

Date