



# Brightwater HEALTH

## Client Complaint Form

Date of Occurrence: \_\_\_\_\_

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

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

### Complaint Category (Check all that apply)

Quality of Care

Access to Services

Attitude & Service

Billing & Financial Issues

Privacy / Confidentiality

Other: \_\_\_\_\_

### Description of Complaint

(Please provide as much detail as possible — including names, dates, locations, and any steps already taken.)

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Completed by:

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

Role/Relationship to Client: \_\_\_\_\_

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



## **Complaint Process**

Brightwater Health welcomes and values feedback to improve the quality of care and services provided. Clients have the right to file a formal complaint without fear of retaliation.

- Complaints may be verbal or written.
- If a client makes a verbal complaint, the employee should offer to assist in completing this form.
- Completed forms should be submitted to the Program Director, who will forward the complaint to the Compliance Officer.
- The complaint will be reviewed and investigated promptly.
- A response will be provided to the client in accordance with Brightwater Health's grievance policy.

### **Return to:**

Compliance Officer  
Brightwater Health  
1401 East First Street  
Duluth, MN 55805

## **Examples of Complaint Categories**

### **Quality of Care**

- Services outside of clinician's scope of practice
- Inadequate or inappropriate treatment plan
- Inadequate diagnosis or discharge plan
- Lack of client involvement in care
- Breach of privacy/confidentiality

### **Access to Services**

- Provider not available for crisis or emergency
- Delays in receiving services or referrals
- Excessive wait times or provider lateness
- Barriers to accessing clinical information



**Attitude and Service (regarding provider or clinical staff)**

- Lack of rapport with provider
- Perceived rudeness or disrespect
- Inadequate communication or follow-up
- Culturally insensitive or unprofessional behavior

**Billing and Financial Issues**

- Incorrect or fraudulent billing
- Unexpected charges or balance billing
- Issues with copay, deductible, or coverage

**Privacy/Confidentiality**

- Alleged breach of client information
- Concerns regarding HIPAA compliance