

CHRYSALIS SPECTRUM



8300 Cypress Creek Parkway Ste. 450 Houston, TX 77070
(P) 281-407-1662 (F): 832-218-8761

Chrysalis Spectrum Information Packet

Client Name:

Record#

Complaints and Grievances

You may report a complaint or grievance at any time without reprisal or disruption of services.

Any staff member may receive a complaint or grievance about services or care that is or is not furnished or about the lack of respect for the consumer's person or property by anyone furnishing services on behalf of the personal care agency.

Complaints and Grievances Procedure:

1. Client or client representative reports a complaint/grievance to any staff member.
2. Staff members receiving complaints or grievances report them to the Administrator or designee.
3. Administrator or designee documents the complaint and investigates the grievance/complaint within 5 business days of receipt of the complaint. The Administrator or designee must complete the investigation and documentation within 30 calendar days after the Chrysalis Spectrum receives the complaint unless the Chrysalis Spectrum has and documents reasonable cause for delay.
4. If the Administrator or designee is unable to resolve the complaint/grievance, the Governing Body is notified and takes action toward resolution.
5. Notify the client when appropriate action has been taken or that the problem has been resolved.
6. Document the action taken and resolution on the Complaint Form.
7. You may appeal the administrator findings to the Governing Body by submitting a written complaint to:

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The client may contact at anytime without reprisal or disruption in services the:

Department of Aging and Disability Services, DADS' Consumer Rights and Services Division, P.O. Box 149030, Austin, Texas 78714-9030, toll free 1-800-458-9858	<p style="text-align: center;"><u>Chrysalis Spectrum</u> Chrysalis Spectrum 8300 Cypress Creek Parkway Ste 450 Houston, TX 77070 (P) 281-407-1662 (F): 832-218-8761</p>
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