



## Grievance Procedure

Most complaints result from misinformation, lack of information, or misinterpretation of facts and can be handled by a free and open discussion of the problem. Mutual trust, honesty and sincerity are basic values of Texas SDC Program and will be used in all problem-solving situations. If initial discussion determines that a grievance process should be initiated, the following steps should be taken.

1. Contact Self Directed Care (SDC) Advisor at \_\_\_\_\_
2. If not satisfied, contact Texas SDC Program Director at **972-906-2813** or **walter.norris@TexasSDC.org**
3. To make a formal complaint, contact North Texas Behavioral Health Authority (NTBHA) Consumer Ombudsman at 1-800-252-3439.

The Texas SDC Program staff will investigate the facts supporting or disproving the grievance and will take appropriate actions on grievances within 5 days.

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Texas SDC Program's Grievance Procedure has been explained to me in my primary language, or I have read the procedure. If I have any questions in the future, my SDC Advisor has offered to answer any questions I may have.

I understand that Texas SDC Program's Individual Grievances and Appeals Policy is available to me if needed.

\_\_\_\_\_  
Name of Participant

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date