Notice Regarding Your Right to File a Complaint

Your Right to File a Complaint—If you are unhappy with any service or any staff member at Metrocare Services, you can file a complaint. You can also file a complaint if you feel your rights have been violated.

Ways to File a Complaint with Metrocare:	
1. Call Metrocare's Client Rights Protection Office at 214-743-1296. 2. Email your complaint to: clientrightsoffice@metrocareservices.org. 3. Mail your written complaint to: **Client Rights Protection Office** Metrocare Services 3242 Remond Dr Dallas, Texas 75211 *If you need help filing a complaint, ask a staff member.*	• Be ready to share your name, date of birth, phone number, and details about your complaint. If you are filing a complaint for someone else, you will need to give their name and date of birth. • You may file a complaint without giving your name. However, if we do not know who you are, we might not be able to fully help you. • Complaints are reviewed during business hours and are handled in the order we receive them, based on how urgent they are.

Review Process:

- Once you submit your complaint, our office will take action. You should receive a call within 5 business days explaining what steps will be taken to address your concern.
- Most complaints are resolved within 14 business days.
- If you do not hear from us within 5 business days, please call the Client Rights Protection Office at 214-743-1296.

Appeals Process:

If you feel your concern has not been resolved, you may contact the following offices below. HHSC will review your complaint, may contact you for more information, and will let you know what actions will be taken.

Mental Health Services:	Intellectual and Developmental Disabilities Services:	Substance Use Services:
Texas Health and Human Services Commission (HHSC) **Phone**: 1-800-252-8154	**Texas Health and Human Services Commission (HHSC)** **Phone**: 1-800-252-8154 (select option 3, then press 8)	**Texas Health and Human Services Commission (HHSC)** **Phone**: 512-834-6650 (select option 8) **Email**: cii.SA@hhs.texas.gov **Mail**: Health and Human Services Commission Regulatory Services Complaint and Incident Intake Mail Code E-249 P.O. Box 149030 Austin, TX 78714-9030

Metrocare is accredited by **Commission on Accreditation of Rehabilitation Facilities (CARF)**. You may also contact CARF about any service you received: Phone: 1-866-510-2273