

Grievance Notice

Clients should try to resolve concerns about their care using Coach Counseling Center, Inc. resources at the time of service.

Every effort will be made to provide information in a manner and form that the client or family can understand. This will include interpreting the grievance process and other data into the language of the non-English-speaking client, using alternative communication techniques or aides for those who are hearing or visually impaired, or taking steps as needed to communicate effectively with the client.

You or your representative may submit a concern or complaint, verbally or in writing, to Coach Counseling Center, Inc. Client Representative. The Client Representative may be reached at

(303) 953-0702 from 10:00 am to 1:00 pm, Monday through Thursday. On weekends or after hours, you may call and leave a message for the Client Representative to return your call. You may contact the Client Representative in writing at:

Hulond Copeland CAS
Coach Counseling Center, Inc.
2323 South Troy Street, Bldg. 5, Suite 135
Aurora, Co 80014

Once all the necessary information is received, it may take up to 7 business days to provide a resolution to your complaint.

If you are not satisfied with the resolution of your complaint, you may contact the Colorado Behavioral Health Administration (BHA). If your concern is related to a regulation that the BHA has jurisdiction over, and you need assistance filing your complaint with the BHA, please contact the Client Representative who can file your complaint for you. Colorado Behavioral Health Administration (BHA) has no jurisdiction over billing or fees. You may contact the Office of Behavioral Health at (303)-866-7191, or you can Email

CDHS_BHA_complaint@state.co.us

***Please note that the above email and phone number are not crisis resources. If you are experiencing a mental health or substance crisis, call or text 988 to be connected to a trained care specialist. 988 is free, confidential, and available 24/7. Visit 988Colorado.com to learn more.**

Colorado Behavioral Health Administration (BHA)
710 S. Ash St.
Denver, CO 80246

If you are dissatisfied with the care the licensed/certified professionals provide, a complaint may be filed with the Colorado Department of Regulatory Agencies (DORA) by calling (303) 894-7598. Please note: DORA is charged only with addressing quality care issues and prohibits reviewing billing complaints. To file in writing, you may access the complaint form for health-related professionals on the Department of Regulatory Agencies website at dora.state.co.us.

If you have a complaint regarding your Medicaid Billing, you may write to the Colorado Department of Health Care Policy and Financing, 1570 Grant Street, Denver, CO 80203

If you have concerns regarding your behavioral health or substance abuse care, you may contact the Colorado Office of Behavioral Health at (303) 866-7400 or Patient and Advocacy for Individuals with Mental Illness at (303) 722-0300

Print Name: _____

Signature: _____ Date: _____