

Client Grievance Procedure

It is the standard policy of Blooming Cactus Wellness that every effort shall be made to resolve a client's grievance in a fair and equitable manner and that any and all, client grievances will be investigated and resolved promptly in accordance with the policies and procedures within both agencies and any other outside professional credentialing affiliations.

All staff members will try and be made aware of specific client needs and will pay attention to the best of his or her ability to any situations that could lead to a potential grievance. If you are concerned or upset about a situation within your program or need to report a problem, please do the following;

1. First speak to your therapist or detox medical staff; they will make every effort to resolve your concern.
2. If either your therapist and/or detox medical staff are unable to resolve your concern, please meet with the Clinical or Medical Director. They will make every effort to help resolve your concern.
3. If no resolution occurs with either the Clinical or Medical Director, please take your grievance directly to the CEO Nicole Rivera (505)730-5020.
4. Client acknowledges he/she can be discharged from Blooming Cactus Wellness due to non-compliance with your course of treatment, including, but not limited to, misuse of medications, missed appointments, inability to follow directions, failed drug screens, taking outside medications, and/or any threats to staff or clients.

You can at any time state your grievance in writing and our staff will make accommodations to those who need, and/or assistance. No retaliation will occur against a client for reporting his or her grievance. All resolutions will be given to the client within a timely manner and a list of outside affiliations will be provided upon request.

Print Name

Client Signature

Date

Parent/ Guardian Signature

Date