



For more information about our services, call The Right Door for Hope, Recovery and Wellness at 616-527-1790.

You may also contact:

Office of Recipient Rights

375 Apple Tree Drive

Ionia, MI 48846

616-527-1790

The Right Door for
Hope, Recovery and
Wellness locations:

Formerly known as Ionia County Community Mental Health

Ionia Office

375 Apple Tree Drive
Ionia, MI 48846
616.527.1790

Belding Office

7441 Storey Road
Belding, MI 48809
616.794.6592

Portland Office

208 W. Bridge Street
Portland, MI 48875
517.647.2128

www.rightdoor.org

**24 Hour Toll Free
Crisis Line:
1.888.527.1790**



MSHN
Mid-State Health Network

THE right DOOR
for hope, recovery and wellness

**Informal and
Formal
Grievance and
Appeals**



The Right Door for Hope, Recovery and Wellness is a CARF Accredited member of the Mid-State Health Network. The Right Door for Hope, Recovery and Wellness is funded in part by the Michigan Department of Health and Human Services.

We want to know about
your concerns....

Some examples of the kinds of concerns you might have that we would want to hear about are:

- You think your service or support is not right for you.
- You don't agree with how much, how often, or the type of service you receive.
- After your initial intake assessment is done, you don't agree with the decision not to offer you any more services.
- You are told that a service or support you are receiving needs to be less or stopped, and you don't think the change is right.
- You don't agree with a proposed change in your service plan.
- You feel that one of the outcomes or goals in your person-centered plan is not right for you.

Talk to The Right Door for Hope, Recovery and Wellness staff.

If you receive services from The Right Door for Hope, Recovery and Wellness please tell the person you see regularly (case manager, supports coordinator, therapist, nurse, doctor, etc.) about any concerns, disagreement or complaint with those services.

If you are not satisfied with the results of trying to work things out with your community mental health staff person, you may share your concerns with his or her supervisor, or you may contact our Customer Services Department.

Formal Appeals

We encourage you to pursue your right to use our local Grievance and Appeals process. If you receive Medicaid, you may use the State Administrative Hearing process as well. To obtain more information about these options, please contact the staff that you work with at The Right Door for Hope, Recovery and Wellness or contact Customer Services at 616-527-1790 or 1-888-527-1790

