



CT InCK GRIEVANCE PROTOCOL – COPY FOR FAMILY

CT InCK wants to provide the best services possible. If you are not satisfied with the services being provided, please do not hesitate to let us know.

The steps for handling complaints about Clifford Beers Clinic services are:

Step 1: Try to discuss the issue directly with the staff you work with.

If that doesn't work:

Step 2: Ask for a meeting with the staff and his/her supervisor.

If you are still not satisfied:

Step 3: Contact the Vice President of Community and School Based Services, Christine Montgomery, Vice President of Outpatient Mental Health Services, Lauren Weibrecht, or Vice President of Integrated Care, Trude Piscitelli. They may be reached by phone or in writing. Contact information is:

Christine Montgomery
5 Science Park
New Haven, CT 06511
(203) 777-8648 x 2305
cmontgomery@cliffordbeers.org

Lauren Weibrecht
93 Edwards Street
New Haven, CT 06511
(203) 772-1270 x 1239
lwweibrecht@cliffordbeers.org

Trude Piscitelli
41 Marne Street
Hamden, CT 06514
(203) 691-9383 x 4664
tpiscitelli@cliffordbeers.org

As a recipient of funds from the Federal Department of Justice through OVS, as well as an accredited organization by the Joint Commission, you may file grievances with the State of Connecticut Judicial Branch, the Federal Office for Civil Rights, or any of the following organizations:

The State of Connecticut Judicial Branch
Director of Human Resource Management Unit
90 Washington Street
Hartford, CT 06106
860-706-5280

The Office for Civil Rights
U.S. Department of Justice
Office of Justice Programs
810 7th Street N.W.
Washington, D.C. 20531
202-307-0690

The State of Connecticut Commission on Human Rights and
Opportunities
25 Sigourney Street
Hartford, CT 06106
860-706-5280

The Joint Commission
Office of Quality and Patient Safety
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
F 630-792-5636

<https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx>