



Project Point of Light

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## **STATEMENT OF PATIENT GRIEVANCE PROCEDURE**

By definition a grievance is what you file if you are not satisfied with a decision the Program has made about your behavior/mental health care. You may file a grievance if you feel your rights have been violated because the agency has either denied you a service or approved a service less or different from what you requested. You have thirty days from the date that a decision about your care has been made to file a grievance. The agency encourages that you first try to resolve the matter with your primary therapist. If you are not satisfied with the response from your primary therapist the agency suggests you bring the matter to the Program Administrator. If you are not satisfied with that decision made the agency invites you to submit an internal grievance in writing to the Program Director at the following address:

Project Point of Light, Inc.  
Brenda Manno, Program Director  
20231 Paint Boulevard  
Shippenville, Pennsylvania 16254

If your grievance involves non-emergent care the Program Director will review it within five business days and respond to your grievance within five business days from the time of review. If your matter is of an emergent nature the Program Director will review and respond to your grievance within twenty four business hours. If you are not satisfied with the agency's response to your initial grievance, you may contact your insurance agency directly to file a grievance.

At any time during the grievance process you may request a Department of Public Welfare (DPW) Fair Hearing Appeal. You must submit your grievance and request in writing to:

Office of Mental Health and Substance Abuse Service  
Western Region  
1401 Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, Pennsylvania 15222-1210

Client Name:

Client ID: