

To file a complaint or concern at the regional clinic level please call:

Region 1	Coeur d’Alene/Kellogg	208-769-1406
	Sandpoint/Ponderay	208-769-1406
Region 2	Grangeville	208-983-2300
	Lewiston	208-799-4440
	Moscow	208-882-0562
Region 3	Caldwell/Nampa	208-459-0092
	Payette	208-642-6416
Region 4	Boise/Mountain Home	208-334-0981
Region 5	Twin Falls	208-732-1630
	Burley	208-677-5390
Region 6	Pocatello	208-234-7900
Region 7	Idaho Falls/Rexburg/	208-528-5700
	Salmon	
	Blackfoot	208-785-5871

To file a complaint or concern at central office, please contact us by:

Telephone: Toll free Non-Emergency Line:
1-855-643-7233 OR
208-334-6870

Mail: 450 W State St. 3rd Floor
Boise, ID 83702

Email: yes@dhw.idaho.gov

Visit yes.idaho.gov for more information

Division of Behavioral Health Children’s Mental Health

Concern & Complaint Resolution Process

- ✓ Idaho’s Children’s Mental Health system respects the right of family and youth to complain about any aspect of mental health service delivery.
- ✓ Families and youth have a right to be informed of their rights to express and report their complaints, and to have them acknowledged, reviewed, and resolved promptly.
- ✓ The decision of a family and youth to file a complaint will not interfere with the quality of care and continued services.

Concern and Complaint Resolution Process

The Division of Behavioral Health is committed to providing opportunities for families and youth to have input regarding the care they are provided.

The division has adopted the following standards in pursuit of this goal:

- Caring
- Competence
- Communication
- Convenience

Complaints will be addressed quickly and at the lowest administrative level that is appropriate.

If you have a concern or complaint about services you received from a state-operated regional clinic, you may first want to talk to the staff or managers of the clinic where services were delivered (*see back page*). A concern or complaint can be submitted to the division's central office using one of the options listed below.

Step 1: Filing

Complaints can be submitted in the following ways:

Telephone: Toll free Non-Emergency Line:

1-855-643-7233 OR

208-334-6870

Mail: 450 W State St. 3rd Floor

Boise, ID 83702

Email: yes@dhw.idaho.gov

You will be asked to provide the following information:

1. Name and relationship to youth or family.
2. Contact information (phone number, address, and email).
3. Explanation of the concern or complaint.
4. Whether you want services to be continued (if applicable).
5. How you would like the issue resolved.

Complaints are forwarded to the Regional Behavioral Health Program Manager or designee. The Program Manager/designee determines how the issues identified in complaints are handled, such as through a Complaints Committee, or other appropriate action in identifying issues and working toward resolution.

Step 2: Acknowledgment

Complaints are responded to by phone call, email, and/or an acknowledgment letter within **five** days of receiving the complaint.

Step 3: Review

Complaints are reviewed to make recommendations for a resolution. A Complaints Committee is composed of at least three individuals, none of which are directly involved in the concern/complaint. The individual who filed the complaint may be called during this time for additional information or clarification.

Step 4: Resolution

Within **30** days, following a review, a written response will be sent to you. The response will include a summary of the committee's findings, final disposition, and important information regarding appeals when applicable. While transparency is the goal when providing the findings of the complaint, consideration is given to any confidential or private information that may not be available for release.

Note: For complaints about Medicaid services, call the Optum Member line at 1-855-202-0973.