



To file a complaint or concern at one of the Regional Behavioral Health Offices, please call:

Region 1	Coeur d’Alene/Kellogg Sandpoint/Ponderay	208-769-1406 208-769-1406
Region 2	Grangeville Lewiston Moscow	208-799-4440 208-799-4400 208-799-4400
Region 3	Caldwell/Nampa Payette	208-459-0092 208-459-0092
Region 4	Boise/Mountain Home	208-334-0981
Region 5	Twin Falls/Burley	208-736-2177
Region 6	Pocatello	208-234-7900
Region 7	Idaho Falls/Rexburg/Salmon Blackfoot	208-528-5700 208-785-5871

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

Telephone: Toll free Non-Emergency Line:
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](https://www.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 (DBH) is committed to providing opportunities for families and youth to have input regarding the mental healthcare they are provided.

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

- Caring
- Competence
- Communication
- Convenience

If you have a concern or complaint about any services received from or funded by the Division of Behavioral Health or Children's Mental Health, you may first want to talk to the staff or managers of the Behavioral Health Office where services were delivered (see back page). If you prefer, a concern or complaint can be submitted to the division's central office using one of the options listed below.

Step 1: Process for Filing

Concerns and complaints can be submitted in the following ways:

Telephone: **Toll free Non-Emergency Line:**

855-643-7233 OR

208-334-6870

Mail: **450 W State St. 3rd Floor**

Boise, ID 83702

Email: yes@dhw.idaho.gov

Online Form: <https://app.keysurvey.com/f/1391131/5d8d/>

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). You may also opt to submit your complaint anonymously with no contact information.
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 Joint DBH/Medicaid Centralized Complaint Team. This team determines the appropriate action needed to work toward resolution of the issues identified in complaints.

Step 2: Acknowledgment

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

Step 3: Review

Complaints are reviewed to make recommendations for a resolution. The individual who filed the complaint may be contacted 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 if you chose to include your contact information. The response will include a summary of the team'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 concerns or complaints about Medicaid services, please call Medicaid at 208-364-1910.