

CHEASAPEAKE VOYAGERS, INC.

Wellness & Recovery Center

How to File a Grievance or Complaint

If you believe you have been treated inappropriately or denied access to Chesapeake Voyagers' (CVI's) services in any way, you have the right to file a formal complaint. The process is as follows:

1. Contact the Executive Director

- Inform the Executive Director, in person, by phone, mail, or email, of your intent to file a complaint. All contact information is on their business card and website.
- If a Grievance/Complaint form is not attached, the Executive Director will provide one to you, or it can be found on our website at www.chesapeakevoyagers.org. They are also available at our locations. If you need assistance, someone will help you complete it upon your request.

2. Submit the written complaint

- The complaint must be in writing and contain the following details:
 - The name and position of the person whose action is being reported.
 - The date the action occurred.
 - A full description of the action.
 - Names of any witnesses.
 - A statement of the remedy or adjustment you are seeking.

3. Receive a response from the Executive Director

- The Executive Director will respond to your written complaint within five working days of receiving it.
- The Executive Director may attempt to resolve the matter through mediation if they deem it appropriate.
- The Executive Director will make a decision in accordance with VI's guidelines.

4. Appeal the Executive Director's decision (if necessary)

- If you disagree with the Executive Director's decision, you have the right to appeal it to the Board of Directors. You can contact the members of the Board of Directors by emailing CVIBOD@chesapeakevoyagers.org
- The Board of Directors will respond to any appeals within ten working days.

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5. File a complaint against the Executive Director

- If your complaint concerns the Executive Director, it must be made directly to the Board of Directors. To contact the Board President, please email them at CVIBOD@chesapeakevoyagers.org
- The Board President will discuss the matter with the other officers of the Board of Directors and provide a written response within ten working days.
- The decision of the Board of Directors is final in cases where the complaint is regarding the Executive Director.

If you are not satisfied with the decision made by the Board of Directors, you do have the right to contact the local Behavioral Health Authority in the jurisdiction where the incident occurred. If it occurred within the Mid-Shore region of Maryland, please contact Mid-Shore Behavioral Health Systems, Inc. at 410-770-4801. If it occurred in the Anne Arundel County region of Maryland, please contact the Anne Arundel County Mental Health Agency at 410-222-7858