

Dispute and Grievance Resolution

- If you or someone else has experienced problems, dissatisfaction, or harm when seeking or receiving behavioral health services. We want to know about it so we can explore the issue, seek solutions, and improve care.
- You can complain directly to your provider and to the Colorado Behavioral Health Administration (BHA). You have the right to complain even if we can't fix the issue. We know that submitting a complaint is not easy and we appreciate the courage it takes to share your concern. Complaints help us understand what went wrong. If you would like to make a complaint directly to your provider you may contact the Facility Dispute and Grievance Representative:

Pasadena Villa Outpatient Colorado Springs Facility Executive Director 1155 Kelly Johnson Boulevard, Suite 100 Colorado Springs, CO 80920 (303)532-0516	Pasadena Villa Outpatient Westminster Facility Executive Director 10170 Church Ranch Way- Building 4, Suite 425 Westminster, CO 80021 (303)532-0434
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- Your provider should not punish or treat you badly because of your complaint. BHA has a no-tolerance policy towards any acts of retaliation against a complainant or client.
- You may submit a complaint verbally or in writing by completing a Grievance Form.
- Once the complaint is received, the Facility Dispute and Grievance Representative will begin an investigation. A written response to your complaint shall be completed and provided to you within thirty (30) business days of receipt of the complaint.
- Should you want to submit a complaint directly to the BHA you may do so by:
 - Submitting a complaint online: <https://bha.colorado.gov/help/submit-a-complaint>
 - Calling (303)866-7191
 - Emailing CDHS_BHA_complaint@state.co.us
 - Mail complaints to:
 Behavioral Health Administration
 Attn: Complaints
 710 S. Ash St. Suite C140
 Denver, CO 80246
- Should you want to appeal the findings, you may do so by contacting any of the following:

Colorado Department of Regulatory Agencies 1560 Broadway, Suite 110 Denver, CO 80202 Phone: 303-894-7855 or 1-800-886-7675 (Toll Free outside the Denver metro area) Email: DORA_Customercare@state.co.us	Colorado Department of Public Health and Environment 4300 Cherry Creek Drive South Denver, CO 80246 Phone: 303-692-2926 1-800-886-7689, ext.2926
Department of Health Care Policy and Financing 303 E. 17th Avenue, Suite 1100 Denver, CO 80203 Phone: 1-800-221-3943 Fax: 303-866-2828 State Relay: 711 Email: hcpf_membercomplaints@state.co.us	Disability Law Colorado 1541 N. Marion St., PO Box 300309 Denver, CO 80203 Phone: 800.288.1376 or 303.722.0300 All lines voice/TTY Fax: 303.722.0720