



Complaints Procedure Statement

It is your right to file a complaint with Second Chance Counseling Center, LLC. You do not need to have a specific law or rule to file a complaint with the program.

It is your right to identify yourself, or file anonymously. You have been provided with a complaint form to complete at any time. Also, you can request a form at any time, and one will be provided.

It is your right to document the complaint orally or written. A staff member will be available upon your request to document your complaint.

It is your right to have the investigation started within 72 hours of receiving your complaint.

It is your right to receive written results/written status report of the investigation within 30 days of the receipt of the complaint or an allegation/ or allegation.

It is your right to file an appeal with the board of the company if your complaint/allegation is not resolved to your satisfaction. Their information will be included on the written results report.

A copy of the complaint and results will be stored securely for 2 years and available upon request to LARA (Licensing and Regulatory Affairs).

Any complaint forms can be submitted by:

- Fax: 231-881-9132 Attn: Cynthia Pepin/Clinical Director
- Mail: Cynthia Pepin/Clinical Director 3890 Charlevoix Ave Suite 306 Petoskey, Michigan 49770