Client Rights / Grievances
Dove United Counseling and Assessment Services, PLLC

Client Rights:

I understand my basic rights as a client. These rights include:
*receive appropriate treatment *treated with dignity and respect *confidentiality concerning all phases of my treatment *request discharge from this program *submit a grievance or compliant at any time during my education/treatment *receive services by an approved DWI provider of my choice*

Grievance Policy:

I understand that if I have a complaint/grievance, I should:
Contact staff of Dove United Counseling and Assessment Services, PLLC to address all concerns/questions. If your concerns/questions have not been addressed, I understand I have the right to submit a formal inquiry or compliant.

I understand that I have a right to contact the agencies below at any time to discuss my complaint/grievance:

State Office of DWI Services
www.ncdhhs.gov/mhddsas/dwi
3008 Mail Service Center
Raleigh, NC 27699-3008
Ph: 919-733-0566 Fax: 919-508-0963
Lynn B. Jones – lynn.b.jones@dhhs.nc.gov
Jason Reynolds – jason.reynolds@dhhs.nc.gov
Marcie Blevins-marcie.blevins@dhh.nc.gov
Shenita Wilder-shenita.wilder@dhhs.nc.gov

North Carolina Division of Mental Health/Developmental Disabilities/Substance Abuse Services
www.ncdhhs.gov/mhddsas

Advocacy and Customer Service Section: 919-715-3197

DHHS CARE-LINE: 1-800-662-7030 (Voice/Spanish)

North Carolina Substance Abuse Professional Practice Board
www.ncsappb.org
P.O. Box 10126 Raleigh, NC 27605
Ph: 919-832-0975 Fax: 919-833-5743 Barden Culbreth, Executive Director
Katie Faulkner, Associate Executive Director

Disability Rights NC
www.disabilityrightsnc.org
2626 Glenwood Avenue, Suite 550, Raleigh, NC, 27608
(877) 235-4210 or (919) 856-2195
Email: info@disabilityrightsnc.org

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I certify that I have read and understand this Client Rights/Grievance Policy.

Client's Signature: _____   Date: _____

Counselor's Signature/Credential: _____   Date: _____