



SPC Crisis Line Grievance Policy

Grievance and Appeal Procedures

If you have spoken with a counselor at the SPC Crisis Line, you have the right to access services that are appropriate to your race, disability, culture, language, gender, sexual orientation, and age. If you are dissatisfied with the services provided to you, we encourage you to use the resolution process below.

How the Grievance Procedure Process Works

You are encouraged to attempt to resolve your concern(s) by speaking directly with your provider. If you feel you are unable to resolve your concern(s) with your provider directly, you may file a grievance by utilizing the following steps.

1. Submit a complaint in writing, containing your name and address, the problem, and the remedy sought. The Suicide Prevention Center Complaint form can be found at [Didi Hirsch - \(didihirsch.org\)](http://DidiHirsch.org), or can be requested from the Crisis Line Clinical Director via e-mail.
2. The complaint can be submitted via mail, fax, or email to:
Name: Rebecca Zeitlin, LMFT, Clinical Director of Crisis Care, C/O Administrative Staff
Address: 10277 W. Olympic Blvd., Los Angeles, CA 90067
Email: RZeitlin@didihirsch.org
3. Within 10 business days of receipt of the complaint, the Clinical Director of Crisis Care will confirm receipt with you via email or mail.
4. Upon receipt, the Clinical Director of Crisis Care will initiate an investigation and coordinate contact with you throughout the duration of the process
5. You will be informed of the outcome of the investigation verbally or in writing within 60 days of receipt of the complaint.
6. If you are not satisfied with the resolution, you have the right to appeal to the next level by submitting an appeal via the Suicide Prevention Center Complaint Form to the Grievance Committee (comprised of program leadership and QI management) in writing within 15 business days of receiving the original resolution letter.
7. The appeal can be submitted via mail, fax, or email to:
Name: Shari Sinwelski, LPCC, Vice-President Crisis Care, C/O Administrative Staff
Address: 10277 W. Olympic Blvd., Los Angeles, CA 90067
Email: SSinwelski@didihirsch.org
8. The Grievance Committee shall review the appeal and provide a written response to the appeal within 30 days.