



## Grievance Procedure: What You Need to Know

**Speak Up:** If you or your family member feel unhappy, uncomfortable, or have a problem with any part of our services, let us know. You can:

- Talk to a staff member or the Program Manager.
- Fill Out the *Our Third Place Grievance Submission Form* at <https://DidiHirsch.org/Clients>

**No Penalties:** We will not punish or treat anyone differently for making a complaint. Your privacy is also protected.

**What Happens Next:** Our team will review your complaint, look into possible solutions, and update you on how we can resolve it.

**Appeals:** If you are receiving program services through Medi-Cal and are not happy with the outcome of your grievance, you can also file an Appeal or request a State Fair Hearing (in certain cases). We can help guide you through this process.