



# Northeast Behavioral Health Partnership, LLC

1300 N 17<sup>th</sup> Avenue ♦ Greeley, CO 80631  
970-347-2374 ♦ fax 970-392-1354 ♦ toll free 1-888-296-5827

## COMPLAINTS & COMPLIMENTS

Your feedback is very important to us. We are here to help you if you have a problem or want to tell us about the good things we are doing. Please use this form to give us information that will assist us in helping you. You may attach more pages if needed.

We need the information below, so that we can help you with your situation.

FULL NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
PHONE NUMBER \_\_\_\_\_ BIRTHDATE \_\_\_\_\_  
MEDICAID NUMBER (IF YOU HAVE ONE) \_\_\_\_\_  
TODAY'S DATE \_\_\_\_\_

1. Who and/or what the complaint/compliment is about:

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2. Please use the space below to give us more detail about the situation. Include the date of the occurrence, what happened, people involved, and any other information you think will help us:

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Northeast Behavioral Health Partnership ensures individuals and families receive accessible, high-quality behavioral health services that are member and family driven, recovery oriented, respectful of cultural differences and foster hope and self-determination.

3. What have you done to get your complaint/compliment recognized or known?

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4. If this is a complaint, please tell us your suggestions to resolve the situation.

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**This situation is related to (check all that apply):**

Substance Abuse Services

Mental Health Services

Thank you for telling us about this situation. If you are filing a complaint, a Consumer/Parent-Family Advocate will follow-up with you to get additional information if needed. If you are giving a compliment, we will share the information with the staff involved.

You may mail, fax or drop-off this form to your local Mental Health Center Consumer or Parent/Family Advocate. The contact information for each Mental Health Center Advocate is attached.

If you have Medicaid, you can also mail, fax or drop-off the form to the NBHP Office of Member and Family Affairs. The contact information for NBHP is:

NBHP Office of Member and Family Affairs  
1300 N. 17<sup>th</sup> Avenue  
Greeley, CO 80631  
(970) 347-2367  
(970) 392-1354 (fax)

If you have further questions about the complaint or compliment process, you may contact your Mental Health Center Consumer or Parent/Family Advocate, or the NBHP Office of Member and Family Affairs.

**Northeast Behavioral Health Partnership  
Community Mental Health Center Advocate contact information:**

**Centennial Mental Health Center**

Attn: Jennifer Kerr or Kirstin Schelling  
211 Main Street  
Sterling, CO 80751  
(970) 522-4549 OR (970) 522-4392  
Fax: (970) 522-3824 OR (970) 522-9544

**Touchstone Health Partners**

Attn: Laurie Seiler  
125 Crestridge Street  
Ft. Collins, CO 80525  
(970) 494-4359  
Fax: (970) 377-0967

**North Range Behavioral Health**

Attn: Debbie Pilch or Bridget Ramirez  
1300 N. 17<sup>th</sup> Avenue  
Greeley, CO 80631  
(970) 347-2369 OR (970) 347-2384  
Fax: (970) 346-9800