

INSTRUCTIONS FOR THE RECIPIENT/CLIENT

This form contains the official **program** response to your recipient rights complaint.

You should have received this report no later than **30 working days** after the recipient rights advisor received your complaint.

If there is some reason for taking more than 30 working days to respond to your complaint, you will receive a preliminary report within 30 working days with an explanation of why it is taking longer, and the date the report will be completed.

When you receive this report, you have 15 working days to decide to accept the findings and/or action plan or to file an appeal. The last date upon which you may file an appeal is noted in the lower left-hand corner of the form.

No action on your part by the indicated date means you have accepted the findings and action plan as a solution to your complaint.

If you want to file an appeal, ask your rights advisor for a recipient rights appeal form, or you may request one from:

MICHIGAN DEPARTMENT OF COMMUNITY HEALTH
BUREAU OF HEALTH SYSTEMS
DIVISION OF LICENSING & CERTIFICATION
SUBSTANCE ABUSE LICENSING SECTION
P.O. BOX 30664
LANSING, MICHIGAN 48909
TELEPHONE NO. (517) 241-1970

NEW COMPLAINTS

If you accept the remedial action plan in this report but later decide it isn't being put into place as described in this report, you may file a new recipient rights complaint.