

Lancaster County Drug & Alcohol Commission Case Management & Clinical Services Policy & Procedure Manual	CMCS #37 Policy: <i>Process to File a Complaint With LCDAC</i>
Most Current Revision: 07/01/2021 Effective Date: 07/01/2020	Page: 1 of 1

**I. Purpose:**

Given that LCDAC has the responsibility to plan, coordinate, programmatically and fiscally manage and implement the delivery of substance use disorder prevention, intervention, and treatment services within Lancaster County, it is imperative that LCDAC remain apprised of any issues, problems, or concerns within this framework. As such, this policy was created to ensure a process is in place for individuals residing in Lancaster County to file a complaint with LCDAC regarding any issues/problems/concerns relevant to any substance use disorder service provider.

**II. Procedure:**

If an individual has an issue/problem/concern or is dissatisfied with or has a complaint regarding any substance use disorder service provider within Lancaster County, a complaint may be registered/filed with LCDAC.

LCDAC has a form to document to record any/all issues/problems/concerns experienced by any Lancaster resident relevant to a substance use disorder service provider.

Residents may contact the LCDAC office directly for staff to complete the document or the document may be completed by the Lancaster County resident & submitted to the LCDAC office.

The document is designed so that it may be completed by a LCDAC staff, the resident experiencing the issue, or by a third party.

All filed documents will be processed to ensure that follow-up occurs.

The LCDAC staff will do their due diligence in sharing the outcome of the follow up process.

All completed documents will be retained on file at the LCDAC office.

Approved By:



Rick Kastner LCDAC Executive Director

7/1/2021

Date