

OAKLAND SERVICE VENTURES LLC

CLIENT COMPLAINT & GRIEVANCE RIGHTS

YOUR VOICE MATTERS

Oakland Service Ventures LLC is committed to providing safe, respectful, reliable, and professional services. Every client has the right to express a concern, make a complaint, or file a grievance regarding the services they receive.

YOU HAVE THE RIGHT TO:

- File a complaint about the quality or delivery of your services.
- Report missed, late, incomplete, or unsatisfactory services.
- Report inappropriate employee or contractor conduct.
- Report safety concerns, property damage, discrimination, abuse, neglect, exploitation, or other concerns.
- Have a family member, guardian, authorized representative, case manager, or care coordinator assist you.
- Have your complaint reviewed fairly and promptly.
- Make a complaint without retaliation, discrimination, intimidation, or interference with your authorized services.

HOW TO FILE A COMPLAINT

A complaint may be submitted to Oakland Service Ventures LLC by:

Online: Complete the Client Complaint Form on our website.

Telephone: _____

Email: _____

Mail: _____

Please provide your name and contact information, the date of the incident or service, a description of what happened, the individuals involved (if known), and how you would like the concern addressed.

WHAT HAPPENS NEXT?

Oakland Service Ventures LLC will document and review your complaint, investigate the circumstances when appropriate, and take corrective action when warranted.

Complaints involving immediate health or safety concerns will receive priority.

If you are dissatisfied with our response, you may also contact your Medicaid health plan, case manager, care coordinator, waiver/program administrator, or other organization responsible for your services regarding any additional grievance or appeal rights available to you.

NO RETALIATION

Oakland Service Ventures LLC strictly prohibits retaliation against anyone who makes a complaint or participates in a complaint investigation in good faith.

OAKLAND SERVICE VENTURES LLC

Committed to Safety • Respect • Accountability • Quality Service

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