FAMILY SOLUTIONS COUNSELING CENTER

Patient Grievance Policy

Our Commitment

Family Solutions Counseling Center welcomes patient feedback and is committed to addressing concerns about care, access, communication, privacy, billing, and patient rights respectfully and fairly.

How to Share a Concern

Patients or their authorized representatives may raise a concern with clinic staff or contact Family Solutions Counseling Center by phone or email. Please describe the concern and how we may contact you. You may request language assistance or accessibility support when submitting a concern.

Review and Response

We will review concerns promptly, involve appropriate leadership when needed, and communicate a response or next steps. Some matters may require additional time to investigate. Privacy will be protected to the extent reasonably possible and consistent with applicable law.

Your Rights

You may raise a concern without retaliation or interference with medically appropriate care. You may also contact an applicable professional licensing board, state agency, or the U.S. Department of Health and Human Services Office for Civil Rights when the concern involves matters under their authority.

Contact Us

Family Solutions Counseling Center
Phone: 318-322-6500
Email: info@fs-pms.com