

Formal Complaint Procedure

If you have a complaint about any of our staff, services, or facilities we encourage you to communicate your concerns to a staff member of your choice and to request a resolution. In most cases complaints are successfully resolved at this level.

If you prefer to file a formal complaint (either yourself or by a representative of your choice) the process is as follows:

Step 1: File the Complaint Verbally or in Writing

Verbal: Communicate your formal complaint to a LVF staff member, who will document the complaint in writing and forward it to the Chief Executive Officer (CEO).

Written: Describe your formal complaint in a letter addressed to the CEO. The letter may be mailed, or you may ask a LVF staff person to deliver it for you.

Mail your letter to:

LVF/CEO
500 N. West Street
Doylestown, PA 18901

Step 2: Complaint Review

The CEO will review the complaint, and will assign an the Chief Operating Officer (COO) or Associate Executive Director (AED) to investigate and review the complaint.

Step 3: Complaint Response

The COO or AED will prepare and send a written response to you by certified mail.

Step 4: Appealing Complaint Responses

You are able to file an appeal request twice if necessary.

Forward your appeal request(s) to the CEO or COO verbally or in writing as in Step 1. At the first appeal level, you will be invited to meet with senior staff and other staff who may be helpful in achieving a satisfactory resolution.

At the second level appeal, you will be invited to meet with the CEO or COO and other staff who may be helpful in achieving a satisfactory resolution. This is the final level of the complaint process. After either level of appeal, you will be sent a written response by certified mail, explaining what your steps may be if you remain unhappy with the complaint resolutions.

THE ABOVE COMPLAINT PROCESS IS EXPECTED TO OCCUR WITHIN 30 DAYS.

Questions about these or any procedures may be forwarded to:

JoAnne Davis, AED Compliance Officer, 215-345-5300

We may not take any retaliatory action against you if you lodge any type of complaint.

External Appeals for Complaints

Formal complaints may also be forwarded to and considered by the following offices:

Bucks County Mental Health/Developmental Programs
600 Louis Drive, Suite 101
Warminster, PA 18974

Bucks County Drug and Alcohol Commission
600 Louis Drive, Suite 102A
Warminster, PA 18974

Health Choices Members:

Bucks County Behavioral Health System
600 Louis Drive, Suite 102A
Warminster, PA 18974