

LENAPE VALLEY FOUNDATION
FORMAL COMPLAINT PROCEDURES

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

If you prefer that your complaint receive more attention or consideration, you may file a formal complaint as follows. A formal complaint may be filed by the individual in service or by a representative of that person, such as a family member or advocate.

Step 1: File the Complaint Verbally or in Writing

Verbal: Communicate your formal complaint to your service provider, who will document the complaint in writing and forward to the Chief Operating Officer (COO).

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

Mail your letter to:

Lenape Valley Foundation
Chief Operating Officer
621 N. Shady Retreat Road
Doylestown, PA 18901

Step 2: Complaint Review

The COO will review the complaint and will assign an Executive or designee to investigate and attempt to resolve the complaint.

Step 3: Complaint Response

The Executive and or designee will prepare and send a written response to you by email or mail within thirty days.

Step 4: Appealing Complaint Responses

You can file an appeal twice, if necessary. Forward your appeal request to the COO verbally or in writing as in Step 1.

At the first level of appeal, 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 of appeal, you will be invited to meet with the CEO and other staff who may be helpful in achieving a satisfactory resolution.

Questions about these procedures may be forwarded to:

Chief Operating Officer
621 Shady Retreat Road
Doylestown, PA 18901
215-345-5300

External Appeals

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

Health Choices Members:
Magellan Behavioral Health of PA
Attention: Complaints and Grievances
105 Terry Drive
Suite 103
Newtown, PA 18940-0873
Fax: 1-888-656-2380
Phone: 1-877-769-9784

Bucks County; 1-877-769-9782 for Montgomery

Bucks County Office of Behavioral Health/Developmental Programs
55 East Court Street, 4th Floor
Doylestown, PA 18901
Phone: 1-888-942-8257 or 215-348-6000