



A New Outlook Recovery Services
1510 W. Canal Ct, Littleton, Colorado, US, 80120
303-798-2196

A New Outlook Recovery Services respects your rights as an individual and makes available a method for grievance, as explained below.

Patient Rights:

1. The right to be treated with compassion, dignity and respect at all times by A New Outlook Recovery Services staff.
2. The right to be free from intimidation, physical, emotional and sexual abuse from A New Outlook Recovery Services staff.
3. The right to be free from sexual advances or harassment from A New Outlook Recovery Services staff.
4. The right to be free from discrimination based upon age, race, gender, sexual orientation, nationality, disability and/or religion.
5. The right to be informed of and consent to treatment.
6. The right to review and obtain copies of the patient's treatment records.
7. Right to be informed of program rules and expectations.
8. The right to a clean and safe environment in which to receive care.
9. The right to privacy, both personally and in accordance with HIPPA 42 CFR Part 2.
10. The right to have personal and cultural values, beliefs and preferences respected.
11. The right to file a grievance without repercussion.

Grievance Procedure:

1. A grievance shall mean any expression of dissatisfaction about any matter related to provided services, brought by individuals accessing, receiving or being evaluated for services and their family members and shall be accepted verbally or in writing.
2. The Operations Manager is the designated grievance officer. All written or verbal grievances should be directed to the grievance officer. Once a grievance has been received, the officer shall perform a thorough investigation. Operations Manager can be reached at 720-838-4501 or email address or during regular business hours at 1510 W. Canal Ct. #2500 Littleton, CO 80120.
3. As part of the officer's investigation, the client will be interviewed as well as any employees implicated in

the client's grievance.

4. The officer will compile a written report based upon their findings. The report shall be made available to the aggrieved party during regular business hours at 1510 W. Canal Ct. #2500 Littleton, CO 80120 no later than 15 business days after the grievance was received.

5. Clients and family members have external options for resolving their grievances if they are unsatisfied with internal grievance procedures. External appeals may be made to:

a. Colorado Department of Regulatory Agencies (DORA) 1560 Broadway, Suite 110 Denver, CO 80202. 1- 800-886-7675.

Client Signatur