

VBCMH Grievance & Appeals and Customer Services - 2025

#	Question	Choices	Answer
1	Who is the Customer Services Rep at VBCMH?	A) Candice Kinzler B) Sandy Thompson C) Debbie Hess	
2	The best way for a CUSTOMER to contact the Customer Services Rep regarding a grievance or appeal is by PHONE.	True False	
3	The best way for VBCMH STAFF to contact the Customer Services Rep regarding a grievance or appeal is by EMAIL.	True False	
4	Who can file a Grievance or Appeal?	A) The customer B) The legal guardian C) Parent of a minor D) Authorized Representatives E) All of the above	
5	If a customer says they want a different therapist or case manager, that might be considered a grievance.	True False	
6	If a customer comes to you with a grievance or appeal, you always need to forward the information as soon as possible to the Customer Services Rep, EVEN IF you resolve the grievance immediately.	True False	

Signature: _____

Date: _____