

DIRIGO COUNSELING CLINIC'S GRIEVANCE AND COMPLAINT PROCEDURE:

Any person may bring their complaints in writing or in-person to:

1. the offending person who will document the matter along with any resolutions and other options that were discussed and evaluated AND/OR
2. the offending person's supervisor and that chain of command up to and including the Clinical Director AND/OR
3. The Division of Licensing and Certification by:
 - a. phone at: 1-800-383-2441, OR
 - b. use of the Online Complaint form at < <https://www.maine.gov/dhhs/dlc/safety-reporting/file-a-complaint>>, OR
 - c. fax at (207) 287-9307, OR
 - d. mail at: Division of Licensing and Certification; ; 11 State House Station; 41 Anthony Avenue; Augusta Maine 04333, OR
 - e. email at: DLRS.info@maine.gov AND/OR
4. The offending person's professional licensing board; contact information may be found at: <https://www.maine.gov/pfr/home>