



940 Madison Ave. Suite 202
Baltimore, Maryland, 21201
410.777.8710

Grievance Policy & Procedures

If you have any complaints concerning your care and treatment at Parker Psychiatric Services, you are to first discuss the issue with your clinician. If the issue cannot be resolved to your satisfaction at this level, you will then file your complaint with the Medical Director, using the attached form. All complaint forms must be filled out completely to be addressed. If you need any assistance completing the complaint form, please ask one of our staff members for assistance.

Once your complaint form is received, you will receive a written response by mail from our Medical Director within seven (7) business days and in the event you are not satisfied with the resolution, your complaint will be escalated to the Program Director and you will receive a written response within seven (7) business days

We at Parker Psychiatric Services value our patient's needs and will make every attempt to resolve any grievance that is brought to our attention.

Do not hesitate to discuss these and any other topics of concern you may have about your treatment at Parker Psychiatric Services, Inc. with your clinician and/or the manager at the site where you received services. We ask for your signature on the attached statement to assure that this information has been communicated to you during your initial evaluation for services.

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Office Hours
Monday - Friday
9:00am - 6:00pm