



## TIPS FOR WRITING EFFECTIVE GRIEVANCES/COMPLAINTS

**A grievance/complaint is an official statement of:**

- 1) Something believed to be wrong or unfair;
- 2) An expression of dissatisfaction with a service, or
- 3) The denial of service by an agency. Below you will find some helpful tips to use when filing a grievance/complaint with any governmental or private agency. These tips can be used when writing or verbally filing a grievance/complaint.

- First, check the agency's website for their own grievance/complaint procedures. Many agencies and providers have their own forms to use during this process, as well as a specific timeline for filing a grievance/complaint.
- Make sure you have the facts straight. Include important dates, places (addresses) of the event, and names of the people involved if known.
- Do not exaggerate the event or interaction. Include sufficient detail to back up your claim and omit irrelevant details. Keep your written grievance/complaint to one page, and write short paragraphs rather than long ones.
- Avoid foul language and/or personal attacks, as this will erode the credibility of your grievance/complaint. No matter how justified your grievance/complaint may be, do not allow your written (or verbal statement) to become angry, sarcastic, or threatening.
- Avoid making generalizations about the agency or organization. Keep your grievance/complaint specific to your experience and do not speak about what you think was someone else's experience.
- Be direct and respectful. Remember you may still need to have contact, or receive services from the agency.
- Include copies of relevant documents – do not send your originals.
- For filing a verbal grievance/complaint, you may find it helpful to write out your grievance/complaint first. This will help keep your thoughts organized and concise.
- Include a description of any attempts you have made to resolve the issue/problem prior to submitting either a written or verbal grievance/complaint.
- Include your name and contact information on a written grievance/complaint.
- Make a copy of your written grievance/complaint and the date you mailed it. If making a verbal grievance/complaint, make a note of the person's name that took your grievance/complaint, along with the date and time.

## Resources

### **Consumer Health Assistance (CHA)**

For consumers who require assistance, information and advocacy to manage their health care needs. To request assistance statewide:

[http://dhhs.nv.gov/Programs/CHA/Forms/Request\\_for\\_Assistance\\_Forms/](http://dhhs.nv.gov/Programs/CHA/Forms/Request_for_Assistance_Forms/)

Statewide toll free number: 888-333-1597

### **Nevada Equal Rights Commission (NERC)**

NERC has jurisdiction in Nevada to investigate allegations of discrimination in housing and places of public accommodations.

**Southern** Nevada Office: 1820 E Sahara Avenue, St. 314, Las Vegas, NV 89104

Voice: 702-486-7161

**Northern** Nevada Office: 1325 Corporate Blvd. Rm. 15, Reno, NV 89502

Voice: 775-823-6690

Statewide Relay Nevada: 711 Toll Free: 800-326-6868

Website: <http://detr.state.nv.us/nerc.htm>

### **Silver State Fair Housing Council (SSFHC)**

You may contact the Silver State Fair Housing Council for fair housing questions and advocacy.

**Southern** Nevada Office: 2820 S. Jones Blvd., Unit 4, Las Vegas, NV 89146

S. NV Mailing address: P.O. Box 30936, Las Vegas, NV 89173

Voice: 702-749-3288

**Northern** Nevada Office: 110 W. Arroyo Street, Ste. A, Reno, NV 89509

N. NV Mailing address: P.O. Box 3935, Reno NV 89505

Voice: 775-324-0990

Statewide Relay Nevada: 711 Toll Free: 888-585-8634

Website: <http://silverstatefairhousing.org>

### **Bureau of Health Care Quality and Compliance (BHCQC)**

The Department of Health and Human Services *is* to protect the safety and welfare of the public through the promotion and advocacy of quality health care through licensing, regulation enforcement, and education.

**Southern** Nevada Office: 4220 S. Maryland Pkwy., Ste. D 810,  
Las Vegas, NV 89119                      Voice: 702-486-6515

**Northern** Nevada Office: 727 Fairview Dr., Ste. E, Carson City, NV

Voice: 775-684-1030

Complaint form:

<http://dpbh.nv.gov/uploadedFiles/dpbhngov/content/Reg/HealthFacilities/Docs/Misc/BHCQC-Complaint-Form.pdf>



**NEVADA DISABILITY  
ADVOCACY & LAW CENTER**