



Merakey values you and your family. We strive to provide the very best supports and services. If you are not satisfied with the services you received or if you feel your rights have been violated, please contact us. We want to hear about your concerns so we can make improvements.

What should I do if I'm not satisfied with services or feel my rights have been violated?




Merakey wants to work with you to resolve your concerns. You or a representative are encouraged to talk about it with program management or leadership.

If you do not feel comfortable talking to program management, you or your representative may file a formal complaint with Merakey's Quality and Compliance Organization (QCO).


How can I file a formal complaint to the Quality and Compliance Organization (QCO)?


You and/or a representative can file a formal complaint at any time while you are receiving services at Merakey and/or after your services at Merakey have ended.

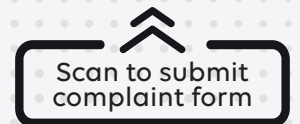
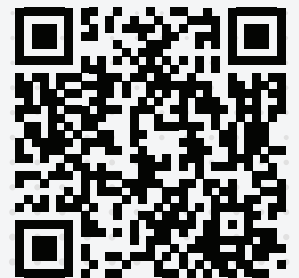
There are several options to file a formal complaint, including:

 888-439-0100  215-273-5974  QCO@merakey.org

 QCO Dept | 620 E. Germantown Pike, Lafayette Hill, PA 19444

 Contact: Insurance company, state, or regulatory entity
(contact information can be obtained from program management).

 Submit complaint to program management to share with the Quality and Compliance Organization on your behalf.



What if I am not satisfied with the resolution?

If you are not satisfied with the resolution to your concern, Merakey will provide you with information about filing an appeal.

***If you are at risk of harm, please call 911 or your local Crisis Center.**