



Client/Patient Complaint and Grievance Form

Howard Brown Health (HBH) appreciates your feedback and is committed to ensuring a high-quality experience for all clients and patients. If you feel that you have been treated unfairly, that your rights have been violated, or that you received poor quality services, fill out this form and give it to a staff member or mail it to Howard Brown Grievance Officer, 4025 N Sheridan Rd, Chicago, IL 60613. You can also call 773-572-8361 and leave a detailed message of your concerns for Howard Brown’s Grievance Officer or provide feedback online by visiting www.howardbrown.org and navigating to the “Patient Resources” link.

Someone from Howard Brown will contact you within three (3) business days of receipt. We encourage you to raise your concern as soon as possible (at least within 30 days) so that we can address and resolve your concerns. Clients and patients will not be penalized and can still use the services at Howard Brown after raising a complaint or concern.

Contact Information:

Name: _____ Phone Number: _____

Mailing Address: _____ Email Address: _____

_____ You may contact me by (check all that apply):
 Phone US Mail Email

Tell Us About Your Concerns:

Date It Happened: _____ Time It Happened: _____

Where It Happened (check location):

- | | | |
|---|--|---|
| <input type="checkbox"/> HBH – 47 th St (Thresholds) | <input type="checkbox"/> HBH – Counseling Center | <input type="checkbox"/> HBH – Sheridan Rd |
| <input type="checkbox"/> HBH – 55 th St | <input type="checkbox"/> HBH – Diversey | <input type="checkbox"/> Brown Elephant – Andersonville |
| <input type="checkbox"/> HBH – 63 rd St | <input type="checkbox"/> HBH – Halsted (3501 N Halsted St) | <input type="checkbox"/> Brown Elephant – Lakeview |
| <input type="checkbox"/> HBH – BYC | <input type="checkbox"/> HBH – La Casa Norte | <input type="checkbox"/> Brown Elephant – Oak Park |
| <input type="checkbox"/> HBH – Clark St | <input type="checkbox"/> HBH – Melrose (3245 N Halsted St) | <input type="checkbox"/> Other: _____ |

Please describe what happened, including staff involved and any suggestions you have to resolve your concern (you can attach more paper or write on the back of this form if you need more space):

Clients/Patients who have a complaint or grievance about Howard Brown services funded through Ryan White can contact The Center for Conflict Resolution (CCR) for free at 1-866-CARE-212. CCR provides conciliation and mediation services by a neutral person to help the client and Howard Brown discuss and problem solve concerns in hopes of finding resolution. Clients/Patients can call CCR at any time during the complaint or grievance process. Case Management clients receiving services funded through the AIDS Foundation of Chicago (AFC) who are dissatisfied with the resolution of their complaint or grievance at Howard Brown can call the Grievance Officer at the AIDS Foundation of Chicago at (312) 922-2322.