

# WHAT ARE CONCERNS, GRIEVANCES, & APPEALS?

## » CONCERNS ABOUT CMH SERVICES.

If you have any questions about CMH services, inquiries or concerns about your current services, you can contact the CMH Customer Services Department at: **616-494-5545** or **866-710-7378** or email us at: [cmhcustomerservices@miottawa.org](mailto:cmhcustomerservices@miottawa.org)

## » GRIEVANCES ABOUT YOUR CMH SERVICES.

If you are dissatisfied with your CMH services, supports, or staff who provide them, you can file a grievance. You can do this at any time by calling the CMH Customer Services Department at **616-494-5545** or **866-710-7378** or email us at: [cmhcustomerservices@miottawa.org](mailto:cmhcustomerservices@miottawa.org)

## » APPEALS

If a decision is made to deny your request for services or reduces, suspends, or terminates the services you already receive, you will receive a Notice of Adverse Benefits Determination. You will also receive this notice when your Individual Plan of Service is developed. If you disagree with the Notice, you have the right to request a local appeal by calling the CMH Customer Services Department at **616-494-5545** or **866-710-7378**.



**COMMUNITY  
MENTAL HEALTH**  

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**OTTAWA COUNTY**