



Ellie Mental Health Grievance Procedure and Form

MN Statute 144.651 Subd. 20 and MN Statute 245I.12 Sub 5 identify that past and current clients or their authorized representative have the right to voice grievances and recommend changes in policies and services to our staff, free from restraint, interference, coercion, discrimination, or reprisal, including threat of discharge. Please submit your written grievance to the Compliance Department by mail at 1370 Mendota Heights Rd, Mendota Heights, MN 55120 Attn. MN Compliance or email at Compliance@elliementalhealth.com. Please inform us if you would like the assistance of an advocate. If you would like to make a formal grievance to another department, below is the contact information:

MN Department of Human Services, Licensing Division
PO Box 64242
St. Paul, MN 55164-0242
Phone: 651-431-6500
Fax: 651-431-7673

MN Office of Ombudsman for Mental Health and Developmental Disabilities
121 7th Place East
Suite 420 Metro Square Building
St. Paul, Minnesota 55101
Phone: 651-757-1800
Fax: 651-797-1950

MN Department of Health, Office of Health Facilities Complaints
PO Box 64975
St. Paul, MN 55164
Phone 651-201-5000

MN Department of Human Rights
Freeman Building
625 Robert Street N
Phone: 651-539-1100
Fax: 651-296-9042

MN Department of Human Services Equal Opportunity and Access
PO Box 64997
St. Paul, MN 55164
Phone: 651-431-3040
Fax: 651-431-7444

MN Board of Marriage and Family Therapy
335 Randolph Avenue, Suite 260
St. Paul, MN 55102
Phone: 612-617-2220
Email: mft.board@state.mn.us

MN Board of Behavioral Health
335 Randolph Avenue Suite 290
St. Paul, MN 55102
Phone: 651-201-2756
Fax: 651-797-1374
Email: bbht.board@state.mn.us

MN Board of Social Work
335 Randolph Avenue Suite 245
St. Paul, MN 55102

Phone: 612-617-2100
Fax: 651-215-0956
Email: social.work@state.mn.us

MN Board of Psychology
335 Randolph Avenue Suite 270
St. Paul, MN 55102
Phone: 612-617-2230
Fax: 651-797-1372
Email: psychology.board@state.mn.us

MN Board of Nursing
1210 Northland Drive Suite 120
Mendota Heights, MN 55120
Phone: 612-317-3000
Email: Nursing.board@state.mn.us

MN Board of Medical Practice
335 Randolph Avenue Suite 140
St. Paul, MN 55102
Phone: 612-617-2130
Email: medical.board@state.mn



Grievance Type:

- Outpatient Therapy
- Community Based
- Medication Management
- Psychological Testing
- Administrative
- Policy
- Other_____

Client Name:_____ Date of Birth:

Guardian/Representative (if applicable)

Relation to

patient_____

Phone: _____ Email:

Please describe the grievance and proposed solution:

*Please note that Ellie prioritizes your security at all times. Unfortunately, we cannot ensure complete protection of the data you send via email. If you choose to send your grievance via email, Ellie is not liable for any interception of information.