



## 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](mailto:Compliance@elliementalhealth.com). You have the right to be assisted by 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 7<sup>th</sup> 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:medical.board@state.mn)

### Grievance Type:

- |                                             |                                      |
|---------------------------------------------|--------------------------------------|
| <input type="radio"/> Outpatient Therapy    | <input type="radio"/> Administrative |
| <input type="radio"/> Community Based       | <input type="radio"/> Policy         |
| <input type="radio"/> Medication Management | <input type="radio"/> Other _____    |
| <input type="radio"/> Psychological Testing |                                      |

Client Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Guardian/Representative (if applicable) \_\_\_\_\_

Relation to patient \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please describe the grievance and proposed solution:

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\*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.