

PROCESS TO EXPRESS and FILE A COMPLAINT

It is the mission of this organization to provide care that we would wish for our loved ones and ourselves.

We welcome suggestions, complaints as well as appreciation.

Your feedback is important, complaints as well as appreciation.

You may express a complaint to any staff member, department head or the administrator.

The administrator reviews all complaints and attempts to rectify any issue,

If the issue is not resolved to your satisfaction, the Governing Body will review the complaint,

If you are still not satisfied, you may file a written complaint with the Texas Department of Health and Human Services.