

WILLAMETTE WELLNESS CENTER
CLIENT GRIEVANCE NOTICE

OAR 309-019-0215

Updated: 9/16/2026

CLIENT GRIEVANCE NOTICE

You Have the Right to File a Grievance- If you are unhappy with the services you receive at Willamette Wellness Center—or if you believe your rights have been violated—you have the right to file a grievance at any time.

A grievance may include, but is not limited to:

- Concerns about quality of care
- Staff behavior or conduct
- Service denials or dissatisfaction
- Cultural or personal disrespect
- Rights violations or discrimination

You Will Not Be Retaliated Against

Filing a grievance will **not affect your services** or how you are treated. We encourage your feedback and are committed to addressing your concerns **respectfully, confidentially, and promptly**.

How to File a Grievance

You may submit a grievance **in writing, verbally, or anonymously** through any of the following methods:

 **By Phone: 503-404-3637**  **By Email: April.Duyn@wwcpdx.com**

Mail: 6902 SE Lake Road Suite 203 Milwaukie, OR 97267

 **Grievance Forms:** Available in the WWC lobby, or an electronic form can be emailed to you upon request.

Grievances can and may be reported to OHA directly using the link below. When grievances can be addressed and rectified internally with WWC, the organization will not file a grievance with OHA directly. <https://www.oregon.gov/oha/HSD/AMH-LC/Pages/Complaints.aspx>

Other Support Options: If you are not satisfied with our response, or would like to file externally, you may also contact:

- **Oregon Health Authority – Behavioral Health Services, Disability Rights Oregon, Your Coordinated Care Organization, if applicable.**

 *This notice is posted in accordance with OAR 309-019-0215 and applies to all clients receiving services through Willamette Wellness Center.*