



Alabama Department of Mental Health
Division of Mental Health and Substance Abuse Services
Office of Substance Abuse Treatment Services



Certified Recovery Support Specialist (CRSS) Complaint and Grievance Process

The Alabama Dept. of Mental Health Substance Abuse Division desires to honor and address concerns, grievances, or complaints.

Complaint Process

Complaints may be filed with the Alabama Department of Mental Health Substance Abuse Division regarding:

- The CRSS certification process
- A CRSS applicant
- A CRSS certified individual
- A program or agency which utilizes CRSS employees or volunteers

Submit the complaint in writing to include:

- If you wish to report a complaint and share you name, please provide the following:
 - Full name, mailing address, phone number, and e-mail for the person reporting the complaint
- You may report a complaint anonymously by not providing any personal information and mailing in your complaint.
- A description of the nature of the complaint, including the desired resolution

Submit the complaint to the Office of Substance Abuse Treatment Services (OSATS) via:

<i>U.S. Postal Service, or other delivery service offering delivery confirmation, to:</i>	<i>OR</i>	<i>Email to:</i>
Alabama Department of Mental Health Substance Abuse Division		epac@mh.alabama.gov
Office of Substance Abuse Treatment Services (OSATS)		Subject: Complaint Process
P.O. Box 301410		
Montgomery, AL 36130-1410		

The CRSS Ethics Committee will ensure that the complaint is addressed within thirty (30) business days of receipt of the complaint. This process includes, as needed, gathering additional information from any involved parties, including the complainant.

Grievance Process

When applicants are denied certification, questions the results of the application review process, or are subject to an action that may result in the loss of certification that they deem unjustified, applicants have the right to utilize the grievance process. *A grievance is a type of complaint about the certification decision that has been made following application to the Alabama Department of Mental Health Substance Abuse Division for Certified Recovery Support Specialist Certification.*

The applicant, upon receiving the CRSS Certification decision letter, will have (10) ten business days to submit a grievance, in writing, to the CRSS Ethics Committee (by certified mail or other delivery service with written delivery confirmation), using the process described below. Any grievance must be submitted in writing by postal mail or email and will be forwarded to the Ethics Committee.

The written grievance must include:

- Full name, mailing address, phone number, and e-mail for the person filing the grievance
- A detailed explanation of the decision that is being grieved, from the perspective of the complainant, including any steps already taken to resolve the issue
- Detailed reasons for the grievance

Submit the written grievance to the Office of Substance Abuse Treatment Services (OSATS) via:

<i>U.S. Postal Service, or other delivery service offering delivery confirmation, to:</i>	<i>OR</i>	<i>Email to:</i>
Alabama Department of Mental Health Substance Abuse Division		Luciana.Coleman@mh.alabama.gov
Office of Substance Abuse Treatment Services (OSATS)		Subject: Grievance Process
P.O. Box 301410		
Montgomery, AL 36130-1410		

The Alabama Department of Mental Health Substance Abuse Division-CRSS Ethics Committee has (60) sixty days to respond to the grievance. All decisions are final.