



## ***Deer Oaks EAP Services Grievance and Complaints Procedures***

At Deer Oaks, your satisfaction comes first. Please be informed that Deer Oaks has in place a Formal Operational Grievance Procedure. All complaints about received services can be addressed to your treating counselor at any time. The treating counselor shall attempt to resolve the complaint to your full satisfaction. In the event that you discuss your concerns with your counselor, and are not satisfied by your counselor, please contact one of the following individuals:

- ❖ Your Director of EAP Account Manager is Alicia Barrera. This party may be contacted with any concerns about the received services at ( **210**) **615-8880** / ( **210**) **614-2273** or toll free number ( **866**) **327-2400**.
- ❖ You may also at any time report complaints directly to the Trained Counselor/Customer Satisfaction Representative using the Deer Oaks help line number listed on your wallet card, (866) EAP-2400.
- ❖ Participant complaints received on the help line are forwarded immediately to June Maxfeldt, the Executive Director & HR Director at Deer Oaks, who shall work with you and the other involved parties to ensure that your complaint is resolved in a timely and satisfactory manner.
- ❖ Deer Oaks encourages feedback from you at any time. Please do not hesitate to contact us using the toll free number above, via email, at [eap@deeroaks.com](mailto:eap@deeroaks.com). We appreciate your comments, and take them seriously.

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Signature

\_\_\_\_\_  
Date