



NEUROLOGY, LEARNING AND BEHAVIOR CENTER

Grievance Procedure

The Neurology Learning and Behavior Center (NLBC) is committed to providing an inclusive, accessible, and non-discriminatory environment for all patients, companions, and employees. Suppose you believe you have been subjected to discrimination or any form of unfair treatment based on race, color, national origin, sex, age, disability, or any other protected characteristic. In that case, you may file a grievance as outlined below.

Filing a Grievance

Grievances may be filed by patients, companions, or their representatives verbally, in writing, or via email. Grievances should include the following information:

- Your name and contact information (or that of your representative).
- A description of the incident or concern, including the date(s).
- Names of any involved individuals, if known.
- Any supporting documentation or evidence related to the concern.

You may file your grievance using the following contact information:

Neurology Learning and Behavior Center
230 South 500 East, Suite 100
Salt Lake City, Utah 84102
Phone: (801) 532-1484
Email: info@samgoldstein.com

Steps in the Grievance Process

1. **Acknowledgment of Grievance:** NLBC will acknowledge receipt of your grievance within five (5) business days.

2. **Review and Investigation:** A designated staff member or administrator will review the grievance. As part of this process, we may request additional information or conduct interviews with relevant parties to understand the concern thoroughly.
3. **Resolution and Response:** NLBC will provide a written response to the grievance within thirty (30) calendar days of receipt. The response will outline the investigation's findings and any actions taken to address the concern. We will notify you of the delay if additional time is required to investigate and provide an updated timeline.
4. **Appeals:** If you are dissatisfied with the outcome, you may request a reconsideration of the decision within ten (10) business days of receiving the written response. Appeals should be submitted in writing using the contact information listed above.

Retaliation Prohibited

NLBC strictly prohibits any form of retaliation against individuals who file a grievance, participate in the investigation of a grievance, or exercise their rights under applicable laws and policies.

Alternative Resources

If you believe that your grievance has not been resolved adequately or if you prefer to address your concern externally, you may contact the U.S. Department of Health and Human Services,

Office for Civil Rights (OCR):
Office for Civil Rights, U.S. Department of Health and Human Services
200 Independence Avenue, SW, Room 509F, H Building
Washington, D.C. 20201
Phone: 1-800-368-1019
[Email: OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

This grievance procedure is posted in our office and on our website and is available in alternative formats upon request.