

PLEASE READ AND SIGN BELOW:

A consumer may authorize another person to act on his/her behalf and this representative may use the Grievance process if requested by the consumer. The Problem Resolution Coordinator or the Patient's Rights Advocate can assist the consumer throughout the Grievance process. The Mental Health Plan (MHP) will ensure that a consumer is not subject to any penalty for filing a Grievance.

If you need further information regarding the Grievance process, please call the Tulare County Problem Resolution Coordinator at 1-800-500-4465.

For the purpose of resolving this Grievance, I (consumer) authorize the following person to act on my behalf. (Please write "n/a" if you will not have anyone acting on your behalf):

Name and phone number of representative:	
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I (consumer) also understand that the Problem Resolution Coordinator (or designee) will be authorized to contact my representative (as named above) and any involved provider in order to resolve my Grievance. The Problem Resolution Coordinator will also be authorized to discuss any and all information that shall be needed to evaluate and resolve this Grievance.

Consumer's signature	Date

When you have completed, signed and dated this form please mail it to:

**Problem Resolution Coordinator
Mental Health Department, Managed Care
5957 S. Mooney Blvd.
Visalia, CA 93277**