



Client Grievance and Appreciation Feedback Process

Aspire Indiana Health provides a process for you to express concerns or appreciation you wish to share regarding care given at Aspire and receive a response.

You can submit a written or verbal grievance or appreciation to any member of Aspire staff. If assistance in filling out the form or providing feedback is needed, a staff member will help you in any way they can. This feedback will then be passed along to a Patient Experience Coordinator, who will provide any necessary follow-up action.

If you wish to talk directly to a Patient Experience Coordinator, please use the following phone number and/or e-mail address:

Phone: 317-606-3705

E-mail: patientexperience@aspireindiana.org

Additional consumer resources available:

Indiana Mental Health Consumer Service Line – (800) 901-1133

Indiana Disability Rights – (800) 622-4845

The Joint Commission may be contacted at (800) 994-6610 from 8:30 a.m. to 5 p.m. Central Standard Time on weekdays. You may also contact the Joint Commission via their website at www.jointcommission.org.