



## 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.

You should discuss your concerns with the site management staff, where you receive services. You can call, as you would for an appointment and ask to speak to a supervisor or manager.

If you wish to communicate directly to the agency, please use the following e-mail address:

**E-mail:** [patientexperience@aspireindiana.org](mailto: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](http://www.jointcommission.org).

Approved: Patient Experience Coordinator 2/16/2024

Reviewed: Patient Experience Coordinator 10/14/2025

Reviewed and Updated: Executive Vice President 3/5/2026