



NYSTROM & ASSOCIATES PATIENT GRIEVANCE FORM

Patient name:	Patient date of birth:
Submitted by:	Relation to patient:
Phone number:	
Description of grievance including your proposed resolution:	

Please submit your written grievance to the Quality Assurance department by mail at 1900 Silver Lake Road, Suite 110, Attn: Quality Assurance, New Brighton, MN 55112, email at qualityassurance@nystromcounseling.com, or fax at 651-505-6277. You may use the assistance of an advocate outside Nystrom & Associates.

Date of Resolution (SUD Office Staff Only):	Description of Resolution (SUD Office Staff Only):
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If you have a complaint about the provider or the person providing your peer recovery support services, you may also contact the Minnesota Alliance of Recovery Community Organization or the Office of Ombudsman for Mental Health and Developmental Disabilities. The recovery community organization will not retaliate against a peer recovery support services participant due to a complaint.

ADDITIONAL CONTACTS BY STATE:

IOWA:

IA Divisions of Mental Health and Disability Services	1305 E Walnut St, 5th Flr SE, Des Moines, IA 50319 Phone: 515-281-7277
IA Office of Ombudsman for Mental Health and Developmental Disabilities	Ola Babcock Miller Bldg, 1112 E Grand, Des Moines, IA 50319 Phone: 888-426-6283 Email: ombudsman@legis.iowa.gov
IA Bureau of Professional Licensure (Psychology, Social Work, Mental Health Counselors, Marital and Family Therapists)	321 E 12th St, Des Moines, IA 50319 Phone: 515-281-2054 Fax: 515-281-3121 Email: plpublic@idph.iowa.gov
IA Board of Nursing	400 SW 8th St, Ste B, Des Moines, IA 50309 Phone: 515-281-6472 Email: enforce@iowa.gov

MINNESOTA:

MN Department of Human Services, Licensing Division	PO Box 64242, St. Paul, MN 55164 Phone: 651-431-6500 Fax: 651-431-7673
MN Office of Ombudsman for Mental Health and Developmental Disabilities	121 7th Place East Ste 420, Metro Square Bldg, St. Paul, MN 55101 Phone: 651-757-1800 Fax: 651-797-1950
MN Department of Health, Office of Health Facilities Complaints	PO Box 64975, St. Paul, MN 55164 Phone: 651-201-5000
MN Board of Marriage and Family Therapy	335 Randolph Ave, Ste 260, St. Paul, MN 55102 Phone: 651-617-2220 Email: mft.board@state.mn.us
MN Board of Behavioral Health	335 Randolph Ave, Ste 290, St. Paul, MN 55102 Phone: 651-201-2756 Fax: 651-797-1374 Email: bbht.board@state.mn.us
MN Board of Social Work	335 Randolph Ave, Ste 245, St. Paul, MN 55102 Phone: 651-617-2100 Fax: 651-215-0956 Email: social.work@state.mn.us
MN Board of Psychology	335 Randolph Ave, Ste 270, St. Paul, MN 55102 Phone: 651-617-2230 Fax: 651-797-1372 Email: psychology.board@state.mn.us
MN Board of Medical Practice	335 Randolph Ave, Ste 140, St. Paul, MN 55102 Phone: 612-617-2130 Email: medical.board@state.mn.us
MN Board of Nursing	1210 Northland Dr, Ste 120, Mendota Heights, MN 55120 Phone: 651-317-3000 Email: nursing.board@state.mn.us
MN Board of Occupational Therapy Practice	335 Randolph Ave, Ste 240, St. Paul, MN 55102 Phone: 612-548-2179 Email: occupational.therapy@state.mn.us
Minnesota Alliance of Recovery Community Organization	800 Transfer Rd. Ste. 31, Saint Paul MN 55114 Ph: 612-888-9001 Email: info@marcomn.org
Office of the Ombudsman for Mental Health and Developmental Disabilities	332 Minnesota Street Ste. W1410, First National Bank Building Saint Paul MN 55101 PH 651-757-1800 or 1-800-657-3506 Fax 651-797-1950 ombudsman.mhdd@state.mn.us

MISSOURI:

MO Department of Mental Health	Office of Constituent Services, Dept. of Mental Health, PO Box 687, Jefferson City, MO 65102 Email: constituentsvcs@dmh.mo.gov
MO Committee for Professional Counselors	Chief Investigator, Division of Professional Registration, PO Box 1335, Jefferson City, MO 65102 Email: central.investigations@pr.mo.gov Fax: 573-751-5450
MO Committee for Social Workers	Chief Investigator, Division of Professional Registration, PO Box 1335, Jefferson City, MO 65102 Email: central.investigations@pr.mo.gov Fax: 573-751-5450
MO Committee of Marital and Family Therapists	Chief Investigator, Division of Professional Registration, PO Box 1335,

	Jefferson City, MO 65102 Email: central.investigations@pr.mo.gov Fax: 573-751-5450
MO Committee of Psychologists	Chief Investigator, Division of Professional Registration, PO Box 1335, Jefferson City, MO 65102 Email: central.investigations@pr.mo.gov Fax: 573-751-5450

NORTH DAKOTA:

ND Department of Health and Human Services	600 E Boulevard Ave, Dept 325, Bismarck, ND 58505 Phone: 701-328-2311 Fax: 701-328-2173 Email: dhslau@nd.gov
ND Board of Counselor Examiners	2112 10th Ave SE, Mandan, ND 58554 Phone: 701-667-5969 Email: ndbce@outlook.com
ND Board of Social Work Examiners	PO Box 914, Bismarck, ND 58502 Phone: 701-391-7005 Email: info@ndboardofsocialwork.com
ND Board of Medicine	4204 Boulder Ridge Rd, Ste 260, Bismarck, ND 58503 Phone: 701-450-4060 Fax: 701-989-6392
ND Board of Nursing	919 S 7th St, Ste 504, Bismarck, ND 58504 Phone: 701-751-3000 Fax: 701-751-2221 Email: compliance@ndbon.org

WISCONSIN:

WI Department of Safety and Professional Services - Division of Legal Services and Compliance (Marriage and Family Therapy, Professional Counseling, and Social Work Examining Board, Psychology Examining Board, Board of Nursing)	PO Box 7190, Madison, WI 53707
WI Department of Health Services (Ombudsman)	1 West Wilson Street, Madison, WI 53703 Phone: 608-266-1865
WI Division of Quality Assurance (Facilities Complaints)	PO Box 2969, Madison, WI 53701 Phone: 608-266-8481 Email: dhswebmaildqa@dhs.wisconsin.gov