

RECORDS AND INFORMATION POLICY

Your records and/or information your family shares with the Mental Health Professional during treatment are confidential and cannot be released to any other individual or agency without your written consent. It is acknowledged that these authorizations are valid for one year with the understanding that you may revoke this consent at any time by notifying St. Louis Center for Family Development, LLC in writing. Should you do so; no further information will be released.

Certain information, however, may be released without your authorization under the following circumstances:

1. By legitimate order of the court
2. In the event of a medical emergency.
3. **Suspected or reported child abuse or neglect or elder abuse or neglect. Mental Health Professionals are Mandated Reporters and as such he/she is legally mandated to report any suspected abuse or neglect to the Division of Social Services, Children's Division.**
4. In the event that there is a severe threat to self or others.

GRIEVANCE AND APPEAL PROCEDURE

St. Louis Center for Family Development, LLC., believes that clients have the right to disagree with staff regarding any issues in the services delivered or the services delivered to his/her minor child. If you have a disagreement or have a complaint, these are the steps to follow:

1. Talk with the Mental Health Professional to try to solve the disagreement or complaint.
2. If a satisfactory solution is not reached, talk with the Mental Health Professional's Supervisor to try to solve the disagreement or complaint.
3. If a satisfactory solution is not reached, put your disagreement or complaint in writing (a staff member can be assigned to help you with the writing), and give the complaint to the Program Director. The Program Director, or a designee, will talk with you within two business days. You will be informed of the Program Director's response by telephone within two business days. A written response will also be sent to you and a copy will be placed in your file.
4. If a satisfactory solution is not reached, you may ask that your written disagreement or complaint, and copies of attempts to resolve it, be sent to the Executive Leadership. The Executive Leadership representative will meet with you within two business days. You will be informed of the his/her response by telephone within two business days. A written response will also be sent to you and placed in our file.

For answers to any questions or complaints, feel free to write or call St. Louis Center for Family Development, LLC. You may write or ask to speak with the **Program Director**.

St. Louis Center for Family Development, LLC
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