Grievance Process

Eating Disorder Treatment Patient Rights and Grievance Process

La Luna Center Commitment to Excellence

La Luna Center is committed to providing high-quality, consistent, safe, and respectful eating disorder treatment. We welcome feedback and take all complaints and grievances seriously.

Our goal is to address concerns fairly, promptly, respectfully, and effectively while protecting the rights, dignity, safety, and privacy of everyone receiving services.

Your Right to File a Complaint

Individuals receiving services at La Luna Center, including Partial Hospitalization Program (PHP) and Intensive Outpatient (IOP) services, have the right to raise concerns about their care, treatment, safety, privacy, dignity, or the protection of their rights.

Concerns may be submitted verbally or in writing. Individuals may request assistance from our designated representative when submitting a concern.

Individuals have the right to raise concerns without retaliation.

How to Submit an Internal Grievance
You may submit a concern using any of the following methods:

- In person : Speak with La Luna Center management or your treatment team.
  - (3002 Bluff St Ste 200, Boulder CO 80301)
  - (2020 Caribou Dr, Ste 201, Fort Collins CO 80525)
- Telephone : 720 470-0010
- **Online Form:** **Click Here**
- Mail: La Luna Center
  3002 Bluff St, Ste 200
  Boulder CO 80301

Designated Representative

Name: William Crisco
Title: Business Manager
Phone: 720 470-0010
Online Form: **Click Here**
Office Location: 3002 Bluff St Ste 200
Boulder CO 80301

Our designated representative is responsible for receiving and documenting complaints, assisting the individuals with the grievance process, coordinating appropriate review and investigation, and communicating information about available resolution and external complaint options.

Other External Resources:

You may also submit a complaint directly to:

- The Colorado Behavioral Health Administration(BHA).
  Website: http://bha.colorado.gox
  * For complaint submission instructions, visit the official BHA website or contact the agency directly.
- The Joint Commission
  www.jointcommission.org
  Office of Quality Monitoring: 630-792=5636

Additional Information
Our organization provides information about patient rights and grievance procedures in accessible formats to the individuals we serve. A copy of our patient rights information is available upon request.

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