

**WORCESTER YOUTH & FAMILY COUNSELING SERVICES, INC.**

**Patient Grievance Procedure**

It is the intent of Worcester Youth & Family Counseling Services, Inc. to provide each client with the most professional services possible. However, there may be times when those we serve have questions or concerns regarding the services they receive. In such instances the grievance procedure will be to:

1. Discuss your issues with the professional assigned to assist you.
2. If after discussing the situation you are dissatisfied, arrange an interview with the Executive Director of Worcester Youth & Family Counseling Services, Inc. to discuss your concerns. The Executive Director may be reached at 410-641-4598, or in writing  
WYFCS  
P.O. Box 925  
Berlin, MD 21811

I have read and understand the grievance procedures discussed above.

\_\_\_\_\_  
Patient Name (please print)

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date