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*“Working Together to Help People Help Themselves”*

### **IDD Provider Complaint Resolution**

- (a) IDD provider complaints will be managed by the MHMRCV Rights Protection Officer (RPO).
- (b) Providers may contact the MHMRCV RPO by telephone or in writing to voice their concern.
- (c) The MHMRCV RPO will document the details of the complaint in the Quality Management Complaints database.
- (d) The MHMRCV RPO will communicate the details of the provider complaint in writing to the Chief of IDD Services and request a response.
- (e) The MHMRCV RPO will mediate a resolution to the issue, communicate the resolution to the provider who initiated the complaint, and document the resolution in the Quality Management Complaints database.
- (f) In the event that the IDD provider does not agree with the resolution, an appeal may be made to MHMRCV’s CEO in writing.
- (g) The MHMRCV CEO’s appeal decision will be communicated to the provider in writing within five (5) days and is the final step in the local provider complaint appeal process.
- (h) The IDD provider appeal and resolution will be documented in the Quality Management Complaints database

RPO Contact Information:

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