

Help & Support

Benton County Community Resources

1-541-752-INFO (4636)

Oregon Health Division

1-503-731-4000

Centers for Disease Control

1-404-639-3311

National Alliance for the Mentally Ill Helpline

1-800-950-NAMI (6264)

Oregon Advocacy Center

1-503-243-2081

Office of Consumer Technical Assistance

1-888-790-9379

Arc of Benton County

1-541-753-1711

Benton County Mental Health / ABHA Crisis Line

1-888-232-7192

ADP-0013 LE:11/04

Benton County Health Department
530 NW 27th Street
P.O. Box 579
Corvallis, OR 97339-0579



Client Complaint and Grievance Process



Benton County Health Department
530 NW 27th Street • P.O. Box 579
Corvallis, OR 97339-0579
541-766-6835
www.co.benton.or.us/health

Reporting Concerns

Step-by-Step

We welcome you sharing your concerns as a way for us to improve our services and quality of care.

We will keep your concerns private, review concerns promptly, and promise that our goal is to make services to you and our other clients better.

Steps to Take:

- Discuss your concern with your Healthcare Provider or Case Manager, if you desire or are more comfortable.
- If you are not able to discuss the concern with your Healthcare Provider or Case Manager, or prefer another option, you can call or ask at the reception area for help.
- If you still need help, or do not feel you got the assistance you needed, contact one of the Deputy Administrators listed below. Again, you can call or ask at the reception area for help.

Benton County Health Department Administrator

541-766-6837

Health Management Services Deputy Administrator

541-766-6207

Public Health Deputy Administrator

541-766-6249

Mental Health Deputy Administrator

541-766-6238

Things to Know

- If you do not want to discuss your concern directly, you may choose to mail or drop off a written concern to the Health Department. A Consumer Complaint Form is available, and you may also submit a complaint without using this form. Be sure to include the date of your concern, what your concern is and how we can contact you for follow-up. While you are welcome to submit any concern without identifying yourself, it may make it more difficult for us to take action.
- You are welcome to ask someone you trust to represent you in any part of this process. To protect your privacy, we need written consent from you to talk with your appointed representative.
- You may also ask any staff member you are comfortable with to assist you.
- If you need help and do not know who to ask, any reception person will help you contact a member of the Health Department Management Team for support.

Additional Action

- To appeal a decision to the Benton County Board of Commissioners, you can file a discrimination complaint with the Human Resources Manager at 1-541-766-6081.
- If you are a member of Oregon Health Plan, you can contact your managed care plan. If you do not have a managed care plan, you can contact your worker. However, if you still need assistance, you can call the Oregon Health Plan Ombudsman Office at 1-800-442-5238.
- Mental Health clients can ask for a hearing with the State by filling out an Administrative Hearing Request (AFS 443), available from Benton County Mental Health, your Mental Health Plan, or the Mental Health and Developmental Disability Services Division at 1-503-945-9700.
- Complaints may also be filed with:
Office for Civil Rights
U.S. Dept. of Health and Human Services
2201 Sixth Avenue - Mail Stop RX-11
Seattle, WA 98121-1831
Phone: 1-800-368-1019
TDD: 1-800-537-7697

