

Grievance Form – Chanda Center Remove Services

Please complete this form entirely to file a grievance with Palco or the program. Once submitted, please allow two days for someone from Palco to contact you regarding this issue. We will work together to ensure a resolution is achieved within five (5) business days.

GENERAL INFORMATION	
Individual completing this form:	
<input type="checkbox"/> Participant <input type="checkbox"/> Vendor/Provider <input type="checkbox"/> Other: _____	
Full Name:	Palco ID:
Address:	Phone Number:
COMPLAINT INFORMATION	

Signature

Date

<i>For Internal Use Only:</i>		
Date Received _____	Date Contacted _____	Date Closed _____
Decision Action Taken:		
Resolution:		

Please return this form to Palco via mail, email: customersupport@palcofirst.com, or fax: 1.877.859.8757.