



NORTH CAROLINA CERTIFIED PEER SUPPORT SPECIALIST PROGRAM
COMPLAINT FORM

COMPLAINT REVIEW PROCESS

1. The North Carolina Certified Peer Support Program staff receives complaints (phone, email, form).
2. Complaints are reviewed to determine the level of response at the NCCPSS Program.
3. Complaints indicating further action are forwarded to teams at the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services and the Division of Health Benefits for investigation.
4. The investigation report from the Division teams (identified above) will determine the NCCPSS Program actions.

COMPLAINT INFORMATION

Contact Information:

Date:		Location:			
Name:					
Last			First		
Address:					
Number	Street	City	State	Zip	
Phone:			Email:		

Complaint Type:

Nature of Complaint (Please Check): <input type="checkbox"/> Instructor/Course Issues <input type="checkbox"/> Peer Issues (Name of CPSS): _____ <input type="checkbox"/> Other Issues (Specify): _____
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Complaint Description:

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STAFF USE ONLY:

<input type="checkbox"/> Program Integrity Team (DMH/DD/SUS) <input type="checkbox"/> Office of Compliance and Program Integrity (DHB) <input type="checkbox"/> Customer Service and Community Rights Team (DMH/DD/SUS)

Submit the completed form by email to nccpssprogram@unc.edu or fax to 919-962-6562. You can also submit your complaint to the State using this [link](#).