

Customer Services Grievance

Instructions:

If you (or someone you are the legal guardian/representative for) receive services through Network180, you have the right to express your concern(s) about those services. Network180 Customer Services will review your concern and attempt to resolve the issue within 90 days per State of Michigan requirements. You will receive written notice of the steps taken to address your concerns. Please send this completed form to Network180 Customer Services: **790 Fuller Ave. NE, Grand Rapids, MI, 49503**. Fax: **(616) 336-3593**, or email: customerservices@network180.org. *Keep a copy of this form for your records.*

Name of person served		Legal Guardian/Representative's Name (if applicable)	
Address, City, State, ZIP		Phone Number	E-mail
Recipient's Date of Birth (mm/dd/yyyy)		When is best to call? (Check one) <input type="checkbox"/> 8:00 AM - Noon <input type="checkbox"/> 1:00 - 5:00 PM <input type="checkbox"/> Both/no preference	
Describe your concern (attach additional pages if necessary):			
What would you like to see happen to address your concern?			
Signature	Date	Name of person assisting to complete form (if applicable)	

Network180 Customer Services

790 Fuller Ave NE, Grand Rapids, MI 49503

customerservices@network180.org

Customer Services Hotline: (866) 411-0690 | (616) 855-5206

TDD/TYY: (800) 649-3777 or Dial 711