

## **Notice of Right to Complain to Bureau of Substance Abuse Services**

In Massachusetts, CleanSlate Centers (“CleanSlate”) is regulated by the Commonwealth of Massachusetts, Department of Public Health’s Bureau of Substance Abuse Services (“BSAS”). BSAS oversees the substance abuse and gambling prevention and treatment services in the Commonwealth. Responsibilities include: licensing programs and counselors; funding and monitoring prevention and treatment services; providing access to treatment for the indigent and uninsured; developing and implementing policies and programs; and tracking substance abuse trends in the state.

In accordance with CleanSlate policy and consistent with federal and state law, rule, and regulation, CleanSlate patients (including their support structure) have a right to complain or file grievance about CleanSlate services to BSAS.

To file a complaint against CleanSlate with BSAS:

1. **In writing:**

Bureau of Substance Abuse Services (BSAS)  
Department of Public Health  
250 Washington Street  
Boston, MA 02108-4609

2. **By telephone:**

Phone: 617-624-5171  
Fax: 617-624-5599

**Helpline**

TTY and ASCII Users: 800-720-3480  
Voice and Hearing Users: 800-720-3479

3. **For more information about how to file a complaint, you may also visit BSAS at their website:**

<http://www.mass.gov/eohhs/gov/departments/dph/programs/substance-abuse/>

CleanSlate will not retaliate against a patient for filing a complaint with BSAS or CleanSlate. A patient may file a complaint or grievance with CleanSlate by calling CleanSlate’s Call Center (413-341-1787) if they do not believe BSAS was able to resolve their complaint or grievance.