



## Grievance Procedure

**First Call strives to address all concerns in a timely and respectful manner. Should you have a grievance or complaint concerning services at First Call, please contact the Chief Executive Officer (CEO):**

Susan Whitmore  
9091 State Line Road  
Kansas City, MO 64114  
(816) 361-5900  
whitmore@firstcallkc.org

**A formal grievance will include:**

- A description of the grounds for grievance
- Date and time the grievance occurred
- The outcome you desire as a result of the grievance

**Grievances should be filed in writing, and can be submitted in person or via email to the Chief Executive Officer. All grievances received in writing by the CEO will be addressed within 72 hours.**

**If your grievance is in regard to First Call's CEO or you do not feel that the CEO has adequately addressed your concerns, you may contact First Call's Board Chair or Vice Chair:**

Richard D. Rhyne, Chair, rryne@lathropgage.com  
George Lopez, Vice Chair, glopez@jbnutter.com

**All grievances received in writing by the Board Chair or Vice Chair will be addressed within one week.**

**If you have addressed your concerns with the CEO and/or Board Chair/Vice Chair and do not feel that the matter has been resolved, you may contact:**

Compliance Officer  
Missouri Department of Mental Health  
P.O. Box 687  
Jefferson City, Missouri 65102  
(573) 751-4942