



RMHS Escalation Support Process

Date: January 2025

At Rocky Mountain Human Service (RMHS), we are committed to providing timely, high-quality services to all individuals seeking or receiving support. To uphold this commitment, we have established a process for addressing situations where RMHS may not fully meet contractual obligations, regulatory requirements, or customer service standards. This process helps us quickly identify, manage, and resolve concerns to maintain the quality of our services.

What is an Escalation?

An escalation is a way to bring attention to an urgent or high-priority concern, such as a missed case management contact, a communication delay, or a disruption to essential services. If you believe RMHS has not met expectations, escalating your concern can help you receive the support you need.

How Do I Initiate an Escalation?

You can initiate an escalation using any of the following methods:

- Calling our Contact Center at 844-790-7647, or email CMAQuestions@rmhumanservices.org
- Email our Resolution Manager directly at complaints@rmhumanservices.org
- Submit your concern using the [RMHS Case Management Agency Complaint Form](#)

What should I expect during the Escalation Process?

1. When a concern is raised, our dedicated Resolution Manager records the details, prioritizing health, safety, and any potential service disruptions.
2. The Resolution Manager will provide you with the name and contact information of the RMHS staff member assigned to your concern. We are committed to keeping you updated throughout the process.
3. RMHS will conduct a thorough investigation, coordinating with external partners as needed, to address your concern. We strive to resolve issues as quickly as possible.
4. After your concern is resolved, the Resolution Manager will confirm your satisfaction with the outcome. If further assistance is required, you may access our formal Complaint Process. [The Complaint Form can be found here.](#)



Important Note:

RMHS is committed to providing a safe and supportive environment for raising concerns. We assure you that using the escalation process will not impact your future services. RMHS enforces a strict policy against any form of coercion, intimidation, or retaliation for initiating an escalation.