

# Client Grievance Policy

Clients who are dissatisfied with services, programs or operations can file a grievance with the Care Center. The complaint can be filed in writing and submitted to [carecenter@unlv.edu](mailto:carecenter@unlv.edu) or in person at the reception desk located at 4505 S. Maryland Parkway, SSC-A Room 255.

Once a grievance is received, the Assistant Director and/or Director will meet with the client. If no resolution is achieved, the grievance will escalate to the Associate Vice President for Student Wellness.

Clients who would prefer to file an anonymous and confidential report of potential fraud, ethics violations or other concerns, can do so via [this form](#).

Clients can also file complaints with either the Nevada Attorney General's office or the Office of Civil Rights within the U.S. Department of Justice:

Office of the Attorney General  
Grants Unit Division  
100 North Carson City Street  
Carson City, NV 89701  
Phone: 775-684-1110

US Department of Justice  
Civil Rights Division  
950 Pennsylvania Ave NW  
Washington, DC 20530  
Hotline: 888-848-5306

For questions or concerns regarding the grievance process please email [christina.hall1@unlv.edu](mailto:christina.hall1@unlv.edu) or call 702-895-0759 to reach Christina Hall, the Care Center Interim Director.