When there are allegations about care

“Thank you for taking the time to share your concerns. We know how important it is for families and clients to feel safe, supported, and heard, especially during mental health treatment. At Hillside, we take every concern seriously. We have a confidential grievance process so clients and families can speak up at any time, and our Client Advocate reviews each concern promptly and thoughtfully.

If you would like to speak to someone, our Client Advocate can be reached at **ClientAdvocate@hside.org**. We are committed to listening, responding, and doing everything we can to support each person in our care.”

When someone says there wasn’t enough therapy / the program felt like “prison”

“We’re ~~really~~ sorry to hear that this was your experience. Being away from home and entering residential treatment is a big adjustment, ~~and it can often feel very different from what someone expects~~. The structure and safety guidelines in our program are designed to support clients who are working through emotional and behavioral challenges, and we understand that this structure can feel restrictive at times.

Therapeutic support is woven into the entire day—from individual, family, and group therapy to activities, school, and skill-building. We know it's hard work, and we’re proud of every client who takes steps toward healing. Thank you for sharing your perspective.”

When someone describes the environment as unsafe or says they didn’t feel cared for

“We’re truly sorry that you felt this way. Feeling safe and supported is essential in treatment, and we take that responsibility very much to heart. Every concern shared with us is reviewed promptly through our confidential grievance process so we can understand what happened and take any appropriate action.

If you would like to speak with someone directly, our Client Advocate is available at **ClientAdvocate@hside.org**. We hope the rest of your healing journey brings you care, safety, and support.”

When feedback is about a difficult residential treatment experience

“Residential treatment can be incredibly challenging, and we understand how hard it is to be away from home and loved ones. The structure, routines, and safety measures at Hillside are in place to help clients work through emotional and behavioral needs, but we know this can feel overwhelming at times.

Therapy and therapeutic learning are part of every day here, and our team of therapists, nurses, teachers, and behavioral specialists are dedicated to providing consistent support along the way. Thank you for sharing your experience with us.”

When customer service or communication fell short

“We’re sorry to hear that your interaction with us didn’t feel supportive. We believe every person ~~who reaches out to Hillside~~ deserves kindness, patience, and respect, and we appreciate you letting us know your experience.

If your concern is about care or safety, our Client Advocate reviews all concerns promptly through our confidential grievance process. We truly value feedback that helps us improve how we support clients and families.”

When discussing the grievance process and communication options

“Thank you for sharing your thoughts. We know it can be incredibly difficult to be away from home while focusing on mental health treatment. We want every client and family to feel heard and supported, which is why we offer several ways to share feedback, including our confidential grievance process and regular satisfaction surveys reviewed by our leadership team.

If you would like to speak with our Client Advocate directly, they can be reached at **ClientAdvocate@hside.org**. We appreciate you taking the time to reach out.”

When the review involves concerns about safety, structure, or the therapeutic environment

“We understand how hard residential treatment can be. The routines, structure, and safety protocols can feel very different from home, ~~and we know that can be tough~~. These supports are in place to help clients work through emotional and behavioral needs, and therapeutic learning is integrated throughout the day.

If you ever feel unsure or have concerns, we want you to know you can share them. Our confidential grievance process and Client Advocate ensure each concern is reviewed carefully. We’re here to listen.”

When summarizing Hillside’s commitment to care

“We appreciate you taking a moment to share your experience. Our team is committed to creating a safe and supportive environment for every client. We know that treatment, especially away from home, can be challenging, and we want each person to feel heard.

Concerns can be shared at any time through our confidential grievance process, and our Client Advocate reviews each message carefully. We also gather ongoing feedback from clients and guardians through regular satisfaction surveys that help us improve. Thank you again for letting us know your perspective.”

Allegations About Care / Serious Concerns

SHORT

“Thank you for sharing this concern. We take all feedback seriously, and our confidential grievance process ensures every issue is reviewed promptly. Our Client Advocate can be reached at ClientAdvocate@hside.org.”

MEDIUM

“Thank you for taking the time to share this. We understand how important it is to feel supported and safe during treatment. Hillside has a confidential grievance process so clients and families can raise concerns at any time. Our Client Advocate reviews each concern promptly. If you would like to share more, please reach out to ClientAdvocate@hside.org.”

LONG

“Thank you for bringing this concern forward. Feeling safe, respected, and heard is essential in any treatment setting, and we take that responsibility seriously. Hillside provides a confidential grievance process where clients and families can share concerns at any time, and our Client Advocate reviews each submission promptly and with care. We are committed to listening, responding, and supporting each person to the best of our ability. If you would like to continue the conversation, our Client Advocate can be reached at ClientAdvocate@hside.org.”

Not Enough Therapy” / “Feels Like Prison” / Rigid Structure

SHORT

“We understand residential treatment can feel very different from home. The structure is designed to support emotional and behavioral needs, and therapy is part of daily life here. Thank you for sharing your perspective.”

MEDIUM

“Thank you for sharing this. Being in residential treatment is a big adjustment, and the structure and safety measures can feel restrictive at times. These routines are designed to support emotional and behavioral healing, and therapeutic work is integrated throughout each day. We appreciate your feedback and your honesty.”

LONG

“We appreciate you taking the time to share your experience. Residential treatment can be challenging, especially when the structure feels very different from home. The daily schedule and safety protocols are designed to support clients working through emotional and behavioral needs, and therapeutic support is woven into the full day, through individual, family, and group therapy as well as school, activities, and skill-building. We understand how difficult this process can feel, and we value your perspective.”

Feeling Unsafe or Unheard

SHORT

“We’re sorry to hear this was your experience. Safety and respectful care are priorities at Hillside, and concerns can be shared through our confidential grievance process.”

MEDIUM

“We’re sorry to hear you felt this way. Feeling safe and supported is essential for effective treatment. At Hillside, all concerns are reviewed promptly through our confidential grievance process, and our Client Advocate is here to listen. Your feedback matters to us.”

LONG

“Thank you for sharing this concern. Feeling safe, supported, and heard is at the heart of effective treatment, and we take those commitments seriously. Every concern shared with us is reviewed promptly through our confidential grievance process, and our Client Advocate works to ensure thoughtful follow-up and support. If you would like to speak with someone directly, the Client Advocate can be reached at ClientAdvocate@hside.org.”

Difficult Experience with Residential Treatment

SHORT

“Residential treatment can be challenging, and we understand how hard it is to be away from home. Our structure is designed to support emotional and behavioral needs. Thank you for sharing.”

MEDIUM

“Thank you for sharing your experience. We understand how difficult it is to be away from home while focusing on mental health treatment. The structure and routines at Hillside are designed to support emotional and behavioral growth, and we appreciate the strength it takes to engage in this kind of work.”

LONG

“We appreciate you sharing your experience. Residential treatment is a significant adjustment, and being away from home can be very challenging. Our program structure and daily routines are designed to support emotional and behavioral treatment needs, and therapeutic learning is woven into every part of the day. We value your feedback and the strength it takes to participate in treatment.”

Poor Customer Service / Phone Interaction Issues

SHORT

“We’re sorry your interaction did not feel supportive. We appreciate your feedback and will share it with the appropriate team.”

MEDIUM

“Thank you for sharing this. We’re sorry to hear your interaction didn’t reflect the level of warmth and professionalism we aim to provide. Your feedback is appreciated and will be shared with our team so we can continue improving.”

LONG

“We appreciate you taking the time to share your experience. We’re sorry that your interaction did not reflect the supportive and professional service we strive to provide every caller. Feedback like yours helps us improve, and we will share it with the appropriate team members. If your concern relates to care or safety, our Client Advocate can be reached at ClientAdvocate@hside.org.”

Communication Concerns / Grievance Process Overview

SHORT

“Thank you for sharing this feedback. We offer a confidential grievance process so concerns can be addressed promptly.”

MEDIUM

“Thank you for sharing your thoughts. We understand how important communication is during treatment. Hillside provides several ways for clients and families to share concerns, including our confidential grievance process and regular satisfaction surveys reviewed by leadership.”

LONG

“We appreciate your feedback. Communication and feeling heard are essential for clients and families, and we offer multiple avenues to share concerns or suggestions—including our confidential grievance process and ongoing satisfaction surveys reviewed by our leadership team. If you would like to speak directly with our Client Advocate, they can be reached at ClientAdvocate@hside.org.”

Allegations / Serious Concerns

“Thank you for sharing this concern. We take all feedback seriously, and our confidential

grievance process ensures concerns are reviewed promptly. Our Client Advocate is available at ClientAdvocate@hside.org."

"Not enough therapy" / "Feels like prison"

"Residential treatment can feel very different from home, and we understand how difficult that adjustment can be. Our structure is designed to support emotional and behavioral needs, and therapy is woven throughout the day. Thank you for your feedback."

Feeling Unsafe / Unheard

"We're sorry to hear you felt this way. Safety and respect are priorities at Hillside. Concerns can be shared at any time through our confidential grievance process."

Customer Service Issue (Phone/Front Desk)

"We're sorry your interaction didn't feel supportive. We appreciate your feedback and will share it with the team."

General Communication Concerns

"Thank you for the feedback. We offer a confidential grievance process and multiple ways for clients and families to share concerns at any time."

Allegations about Discrimination

I am the Patient Advocate at Hillside. We take concerns like this very seriously and do not tolerate disrespectful, discriminatory, or unprofessional behavior from anyone on our campus. We have established processes to review and address concerns raised by clients, families, and staff, and we will look into this and respond as appropriate. The work being done at Hillside is challenging for everyone involved, and maintaining a safe, respectful environment requires accountability and cooperation from all of us.