

PATIENT COMPLAINT AND GRIEVANCE PROCESS



1
The complaint is received and assigned to the GRHC Director or his/her designee for investigation.



2
The Director will then review the GRHC employee response and any other pertinent information.



3
The Director will submit a written response to the CCSD Patient Advocate. This response will include complaint details relative to: causes, solutions and any other action taken to prevent reoccurrence.



4
For service recovery, a follow-up telephone call by the Director or designee will be made to the patient regarding the complaint.



5
The Director's response is expected within 14 days. If there is no response from the Director, the patient complaint will continue up the chain of command.



6
If the patient feels the issue was not resolved, they may elect to formalize the complaint as a written grievance.