

# 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 CSD Patient Advocate. This response will include complaint details relative to causes, solutions and any other action taken to prevent re-occurrence.



**4**  
The Director's response is expected within 7 business days. If the Director needs additional time, the Patient Advocate and patient will be notified.



**5**  
For service recovery, a follow-up telephone call by the Director or designee will be made to the patient regarding the complaint.



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

The grievance will then be reviewed by the Grievance Committee. The patient will be notified of the results in a final closure letter within 30 days.