

Patient/Customer Complaints

Policy # CQI - 101
Date Effective: 09/20/2007
Date Revised:
Approved by: Michael Burns\

Purpose: *To inform patients and educate staff on how to handle complaints.*

Policy: *Patients are informed upon admission to our services, the mechanism for reporting, reviewing and resolving complaints.*

Procedure:

1. Upon admission to our service, all Patient/Caregivers are informed of how complaints are reported, reviewed and resolved.
2. A copy of the Protocol for Resolving Complaints , which the patient/caregiver receives, clearly states whom to call with complaints or unresolved problems.
3. All complaints will be reported to the Director of Customer Service or Pharmacy Manager who will review the complaint within 5 working days and resolve the complaint.
4. The information is then documented on a complaint summary and if unresolved, a written response is sent to the patient within 14 days.
5. The Quality Improvement Team reviews complaints on a quarterly basis as a way of identifying areas for improvement.
6. All complaint summaries will be filed in the Complaint file and kept confidential.