

## Policy

The patient/client has the right to lodge complaints without fear of discrimination or reprisal and to know the disposition of complaints. The organization has the responsibility to respond to those complaints promptly and to resolve complaints whenever possible to the satisfaction of the individual.

## Procedure

1. The Compliance Officer shall be responsible for administering the complaint process.
2. Resolution of complaints is to be given the highest priority and the goal is always to resolve the complaint to the customer's satisfaction.
3. The company shall maintain a "Complaint Form and Log" for the purpose of documenting receipt, response and resolution of complaints. See **Sleep Center of Kentuckiana** Customer Complaint Form.
4. Staff shall be instructed that all complaints (those events that result in serious dissatisfaction with the organization) shall be reported to the Compliance Officer.
5. All items that are reported demoting serious dissatisfaction including customer satisfaction survey responses having negative comments or rate services as poor are to be considered complaints and included in the process.
6. Upon receipt and documentation of the complaint, the Compliance Officer shall initiate a recovery process to include the following:
  - a. Within five (5) days notify the complainant that the complaint was received and is being reviewed.
  - b. Investigation of the circumstances including gathering additional information through patient and staff interviews, documentation, review, billing, reports, etc.
  - c. Evaluation of the circumstances and formulation of a plan for resolution.
  - d. Within 14 days notify the complainant of the resolution of the problem by phone, mail, or both.
  - e. Document the steps to the resolution in the Complaint Log.
7. If the complaint/investigation reveals any occurrences that constitute a reportable incident, fill out the appropriate form.
8. Any patient/client not satisfied by the complaint process should be reminded of additional recourse such as notification of the owners.
9. The Complaint Log shall include the following:
  - a. Name, address, phone number of the complainant.
  - b. Relationship of the complainant to the patient/client.
  - c. Date the complaint was received.

- d. Plan of action to affect recovery.
- e. Documentation of steps taken, including conversations, additional information gathered, etc.
- f. Detail of the nature of the complaint.
- g. Follow-up action taken.
- h. Date of resolution.
- i. Documentation of notification of the complainant and the patient/client.