

Complaint Policy

Every customer, family member, or caregiver has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services.

Service, equipment, and billing complaints will be communicated to management and will be handled in a professional manner. All logged complaints will be investigated and acted upon, and responded to if requested, in writing or by telephone by a manager within a reasonable amount of time after the receipt of the complaint. These complaints will be documented in the *Medicare Beneficiaries Complaint Log*, and completed forms will include the patient's name, address, telephone number, and health insurance claim number, a summary of the complaint, the date it was received, the name of the person receiving the complaint, and a summary of actions taken to resolve the complaint.

Med World will take the necessary action to resolve the complaint and prevent a similar complaint in the future.

Thank you for taking the time to bring this matter to our attention and we are sorry for any inconvenience or distress this may have caused you.

I may be reached directly at (805) 739-1700.

Tony Martinelli
owner