

Patient Complaints

I. Policy

SHC staff members are empowered to use service recovery to attempt to resolve patient concerns and complaints in quick and informal manner within their scope and area of responsibility. If the concern cannot be resolved at the staff level and the patient or representative wishes to file a formal grievance with a higher authority, the SHC has a procedure in place to facilitate a response and resolution in a timely manner.

II. Definition

Service Recovery-The process of making things right after something has gone wrong. It is doing all that we can, in a sincere way, that satisfies the customer when service has failed.

III. Procedure

- A. To encourage focusing on opportunity for improvement, staff members will document informal patient complaints and their efforts to resolve them. If the patient's complaint is resolved at the staff level through service recovery, the information should be sent to the clinic director via SHSU email for record keeping purposes.
- B. If the patient's complaint is not resolved through the informal process, the patient should be advised that a supervisor, the clinic director, or medical director can be contacted to assist in resolution. If the initial escalation is sent through a supervisor or the medical director, they will advise the clinic director of the situation.
- C. Contact the appropriate authority by one of the following means based on the level of urgency:
 1. Email the contact information and a summary of the concern to the appropriate person.
 2. Contact the administrative associate to reach the supervisor or director.
 3. Immediately call via office phone or cell phone
- D. If the patient requests to provide their complaint in writing; provide them with the Patient Grievance Form.
- E. Initial contact will be made with the patient or representative within one business day of the issued complaint.
- F. Based on the nature of the complaint, the clinic director or medical director have the authority to convene an Ad hoc committee to formally review the complaint and resolution before closing the loop with the patient.
- G. Generally, a final resolution should be completed within 5 business days.
- H. Any complaints that are escalated to the supervisor, clinic director or medical director will be maintained in a file for each academic year.

IV. Attachments – [Patient Grievance Form](#)

V. References –