**2.16 Customer Complaint Policy**

**Purpose:** To establish a process for addressing patient or other customer complaints and/or comments regarding their experience with this company. Complaints and comments are taken seriously and will be subject to the policy and procedure listed below.

**Policy**: It is the policy of the company to ensure all staff are courteous, truthful, and respectful when dealing with patients, and provided with services regardless of person's race, sex, creed, national origin, sexual preference, age, disability, medical condition (including, but not limited to, patients with AIDS/HIV, TB, Hepatitis B or other communicable diseases) religion, marital status, sexual orientation, gender identity and expression, pregnancy, covered veteran status, political affiliation or ability to pay. Company staff will carry out their professional work in a competent and objective manner. All staff will comply with this complaint policy and procedures an also comply at all times with all federal, state and local laws and regulations, including but not limited to laws relating to license, scope of practice, facility operations and billing requirements.

**Procedure**

1. Complaints: Persons concerned that any violation of the above principles has occurred can register a comment with the company complaint officer.

1. Written complaint with any supporting evidence regarding the complaint must be submitted no later than 60 days after the event.
2. Complaint can be sent to the company address and to the attention of the complaint officer: XXXXXX

2. Company response to complaints:

1. Complaints must be sent to the <INSERT APPLICABLE PERSONNEL> within 2 working days of being received.
2. The <INSERT APPLICABLE PERSONNEL > will be responsible for promptly investigating and responding to complaints, and responding to the person making the claim within 30 days of receipt of complaint.
3. The <INSERT APPLICABLE PERSONNEL > will notify the appropriate staff and complainant of investigation results within 30 days after complaint is received.
4. The <INSERT APPLICABLE PERSONNEL > will keep a record of receipt and disposition of all complaints.
5. The <INSERT APPLICABLE PERSONNEL > will be responsible for reporting any infraction of laws or guidelines that govern an employee’s license and /or credentials to the proper governing authorities.
6. The <INSERT APPLICABLE PERSONNEL > will be responsible for reporting any infraction of laws or guidelines that govern patient or staff safety to the proper governing authorities.

**Related Policy**

1. Non Discrimination Policy