

# Complaint Filing Policy and Procedure

## 1. Policy

LCHI acknowledges that patients and staff have a right to raise concerns and have them addressed by the appropriate member of staff. Complaints should be handled objectively and with sensitivity, and not in a reactive and subjective manner. Patients can **CONTACT** Program Directors, Health Care Quality Assurance Coordinator, Program Coordinators at (781)885 - 7252. You can also visit our website at <http://lamourclinic.org/quality-assurance/> and complete the satisfaction survey. The most desirable outcome in cases of complaints is:

We shall provide patients access to a complaint process that promotes resolution of such complaints at the lowest level possible, protects patients' rights, and promotes quality improvement in the delivery of our program services.

## 2. Procedure

### ***Investigation oversight***

The office quality control coordinator or an appropriate senior administrative staff member will be responsible for the overseeing of a serious complaint investigation.

### ***Reporting procedure***

In case of a client presenting a serious complaint against an employee, a filled-out complaint form from said patient will be given to the designated administrator within one day to investigate, put in writing, and reporting said serious complaint(s).

### ***Investigation Process***

Wherein the professional judgment of the office manager or appropriate senior administrative staff member who has received the complaint, there is a need for a complaint to be addressed staff member concerned must be informed and involved.

The patients who has made the complaint should be requested by the administrator who receives the complaint, to discuss the concern with the staff member concerned. This process shall be documented and maintained.

Upon primary interview with the patient, a complaint file shall be put together that shall include the following: the original complaint form, the progress reports as investigation is carried out and outcome of investigation including action taken, if any. Where the complaint is found to be vexatious or based on misinformation etc., any record pertaining to the complaint or handling of the complaint must be given to the staff member concerned.

### ***File Availability***

The complaint file record will be made available for inspection by agents of the Department of public Health