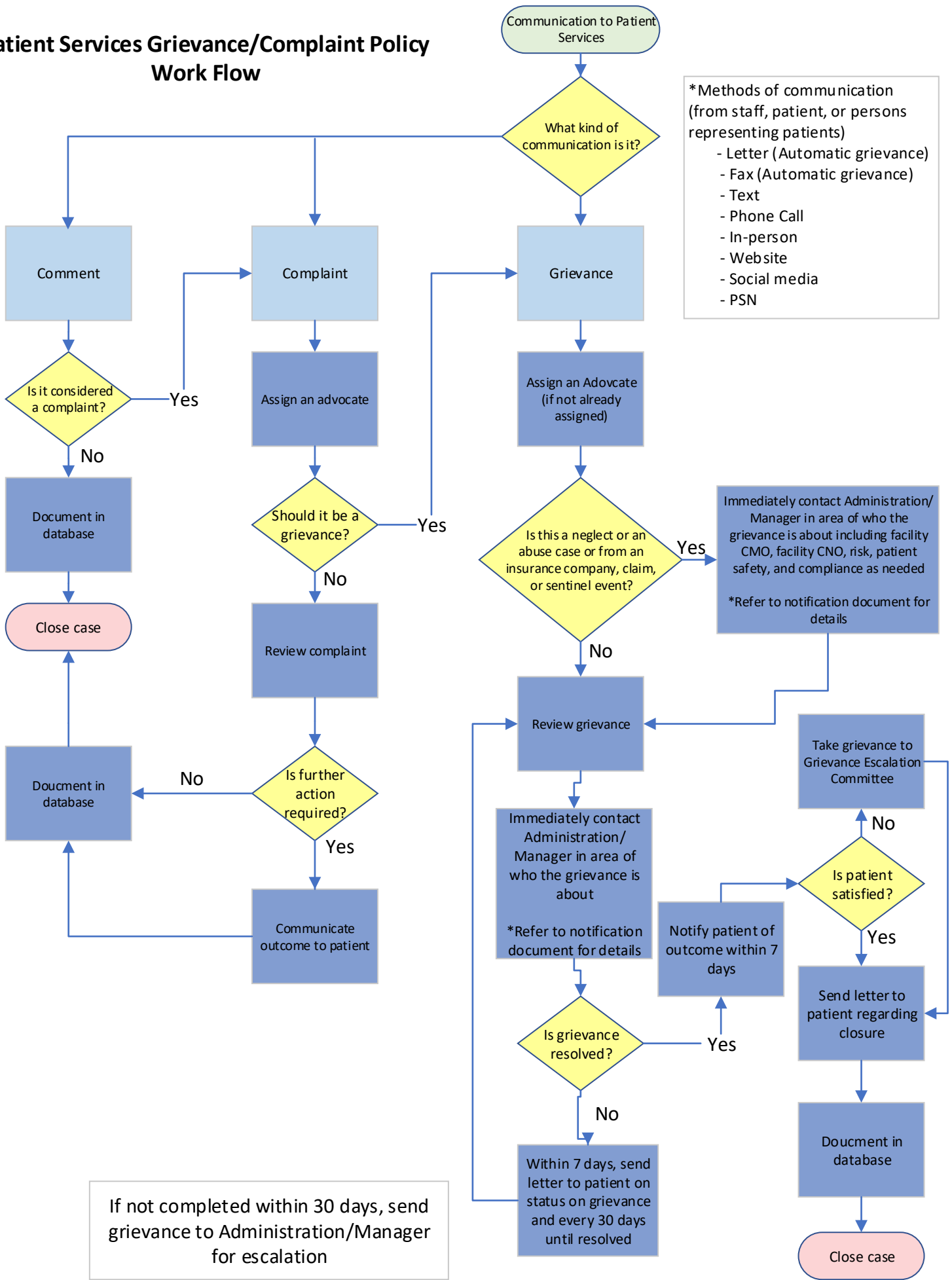


Patient Services Grievance/Complaint Policy Work Flow

*Methods of communication (from staff, patient, or persons representing patients)

- Letter (Automatic grievance)
- Fax (Automatic grievance)
- Text
- Phone Call
- In-person
- Website
- Social media
- PSN



If not completed within 30 days, send grievance to Administration/Manager for escalation