

<b>The Villa Treatment Center</b>	<b>SECTION: ADMINISTRATION</b>	DATE CREATED: 08/22/2016 DATE REVISED:
<b>Title: PATIENT COMPLAINTS</b>		

**POLICY:**

There will be a process for receiving and responding to complaints from patients.

Any patient making a formal complaint will not be subject to any retaliation. A sub committee of the Governing Board consisting of the Administrative Director, Executive Director and Clinical Director will be used to review and respond to all formal patient complaints.

Staff will make every attempt to immediately solve problems brought to their attention.

If the patient is not satisfied with the resolution of the problem they will be encouraged to complete a patient complaint/comment form.

Written complaint forms will be forwarded to the Clinical Director and Executive Director for review and follow-up action. The Clinical Director and Executive Director may delegate another department head knowledgeable about the complaint to complete the review and corrective action to be taken. This initial review of the complaint must be completed within 2 business days with any corrective action as needed. The outcome of the follow-up and corrective action taken will be discussed with the patient by the Clinical Director and/or Executive Director or his/her designee within 7 days. A copy of the completed patient complaint form will be given to the patient at this time.

The patient must be told the nature of the investigation, corrective action taken (if any), date completed and the name of a contact person in case the patient has any further questions regarding their complaint.

All written patient complaints will be reported to the Performance Improvement/Safety Committee by the Clinical Director and Executive Director or his/her designee.

The written complaints will be retained by the Administrative Director for a period of at least one year.