

Date: **March 2008**

**Purpose:**

**To ensure protection of patient's rights.**

**Policy :**

The purpose of the Complaint/Grievance Policy is to ensure patient's rights are protected. Grievances or complaints may be directed against the Health Center providers. This policy describes the complaint procedure regarding Student Health Services. If the student is not satisfied with the outcome of the grievance process, the general Appeals Process for Students can be found in the Student Handbook.

It is the policy of the Health Center to serve all clients without regard to race, age, sex, gender identity, color, ancestry, sexual preference, national origin, legal residence, economic status, religious creed, parenthood, marital status, contraceptive preference, disability or handicap. Clients will be notified of their right to submit a grievance or complaint against the Health Center staff or its policies by various means. The policy and procedure is made known to students by posting in the Health Center exam rooms and on our web page.

Whether the complaint or grievance is received by e-mail, telephone, or personal contact, the provider staff member will determine if the situation meets the definition of a complaint or a grievance.

**DEFINITIONS OF COMPLAINTS AND GRIEVANCES:**

**Health Center complaints :** A complaint is defined as a petition on the part of a client regarding their dissatisfaction with a provider due to the client's perception of the quality of services, their treatment by the provider or other staff member, or operations and management policies and procedures of the department. The grievance may be directed against the program, its staff, or its policy.

**PROCEDURE:** When a patient's unresolved issue meets the definition of a complaint or grievance, and the client has requested and received an explanation of the complaint procedures, the following should occur:

**Step One :** The student is instructed to print and complete the Student Complaint /Grievance Form , located on our web site. The form should be forwarded to the Director of the Health Center. The Health Center Director will speak with the student by telephone, e-mail, or in person about the complaint or grievance if more information is needed.

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**Step Two:** The Health Center Director investigates the situation and takes action to resolve the client's complaint or grievance to the extent possible. The student is notified of the outcome of the investigation and action taken. This may include providing education to the student regarding Health Center procedure and limitations of services.

**Step Three :** Documentation of the actions and resolution of the complaint will be maintained in the Health Center in a confidential Complaint /Grievance file.

**Step Four :** The Health Center Director will review all documentation of complaints at the end of each semester to be sure there has been resolution.

**Step Five :** In the event a complaint is not resolved satisfactorily, the complaint is reviewed with the Director of Auxiliary Services.

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**Student Complaint / Grievance Form**

Before completing this form, please read the Patients Rights and Responsibilities document and the Complaint/Grievance Procedure located on the Student Health Services web site. After completion, please return directly to the Director, Student Health Services

Name (please print clearly) \_\_\_\_\_ Class year \_\_\_\_\_

ID # \_\_\_\_\_ Date of incident \_\_\_\_\_ Current Date \_\_\_\_\_

Hall Residence \_\_\_\_\_ Off Campus Residence \_\_\_\_\_

Please describe the circumstances surrounding the situation, and what grievance specifically in which you have concern. Please give as much detail as possible.

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Signature \_\_\_\_\_ Phone \_\_\_\_\_

Thank you! The Director of Student Health Services will call you to determine a meeting time.