

CUSTOMER RELATIONS - COMPLAINT

POLICY

All external customers (patients, relatives, visitors) and internal customers (hospital employees, medical staff, services and departments) shall have the right and appropriate means to register dissatisfaction with care or service.

All complaints shall be directed to the Office of the Chief Executive Officer.

A summary of complaints will be presented to the Quality Committee as part of the quarterly incident reports.

Approved: Board of Directors

Date: May 2004, Apr 2007, Jul 2008 (rc), Nov 3, 2011 (r) Mar 2016 (r)