

**Dilworth Center**  
**2240 Park Road Charlotte, North Carolina 28203**

<b>POLICY TITLE:</b> Complaint Management	<b>POLICY #</b> PR-05
---	-----------------------

**Policy Statement:**

The Dilworth Center is committed to service quality and achieving a high level of patient satisfaction. A key component of service quality is the timely, equitable resolution of complaints.

**Definition:**

A “complaint” is any verbal or written expression of dissatisfaction or discontent from a patient or his or her representative on behalf of the patient.

**Procedure:**

1. A verbal or written complaint is received by any Dilworth Center employee.
2. When initiated, a copy of the documented complaint will be forwarded to the Director of Clinical Services or the CEO.
3. It is the goal of the Dilworth Center to have a resolution within ten (10) calendar days of the date of receipt of a complaint.
4. The following information is documented on the Dilworth Center Patient Input Form:
  - a. Patient’s demographic information: telephone number, address, complainant name, etc.
  - b. Reason for the complaint in patient’s words and what the patient believes is necessary to resolve the complaint.
  - c. Permission to identify the patient during the investigation.
  - d. Actions taken by the recipient of the complaint.
  - e. Resolution and communication to the patient.
5. The recipient of the complaint tries to resolve the patient’s complaint at the time of the initial call or meeting. If the complaint can be resolved to the patient’s satisfaction, the complaint is considered complete and resolved. Forward the documentation as delineated on the Dilworth Center Patient Input Form for signatures and to the Dilworth Center Executive Operations Committee.
6. If the complaint cannot be resolved by the initial recipient, it is passed to the Director of Clinical Services or the CEO.
7. The supervisor receiving the complaint works to resolve the complaint within the identified time frame of 10 calendar days from receipt of the complaint.
8. The written response includes a description of the process for appealing the decision.
9. The decision may be appealed to the Dilworth Center Director of Clinical Services. The Director of Clinical Services will review the complaint and respond within ten (10) calendar days.
10. After the decision is appealed to the Dilworth Center Director of Clinical Services, the decision may be appealed to the CEO. The CEO will review the complaint and respond within ten (10) calendar days.
11. Dilworth Center staff will take no action in retaliation toward the complainant and no barrier to services will be implemented.
12. Patients will receive the Dilworth Center Patient Handbook at the time of admission. Handbooks will also be available upon request.

13. A yearly review of complaints received will be conducted to track trends and identify areas needing improvement.

**Data Management:**

Once the complaint is resolved, the completed complaint documentation will be forwarded to the Director of Clinical Services. Routine summary reports are provided to the Dilworth Center Clinical Committee at least quarterly.

**References:**

- CARF Behavioral Health Standards Manual

**Approved by:**

Clinical Operations Committee

---

Tammy Hanson, Director of Clinical Services

Original Date: 1/31/13

Reviewed/Revised Date: 12/18/18,3/9/17,2/23/16

Effective Date: 1/18/19,4/9/17,3/23/16