



PATIENT COMPLAINT PROCESS

Person Registering the Complaint

First Name

Last Name

Daytime Phone

Evening Phone

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Email

Patient Information (if other than the person registering the complaint)

First Name

Last Name

Relationship to Complainant

Daytime Phone

Evening Phone

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Email

Details of Complaint

Please provide details of your concern including the following as appropriate:

- The specific program or service you are concerned about? Why?
- Dates and location of service or program participation
- Name of the healthcare team member you are concerned about
- Description of efforts you have made to resolve this matter with the healthcare team member.

In addition, please describe the result or outcome that you seek. If you consider the matter urgent, please explain why.

Signature of Patient

Date