



<b>Name of Policy</b>	<b>Concerns and Complaints Reporting</b>	<b>Number 5.5.2.5</b>
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<b>Policy Statement:</b>	Provides a process for patients and family or representative to express concerns without fear of reprisal.
<b>Procedure:</b>	<p>Patient's and family or representative have the right to have concerns addressed.</p> <p>Care at Home prides itself on patient satisfaction and provides the following process for patients to voice grievances without discrimination or fear of reprisal.</p> <p>Concerns can be voiced to the Director or Clinical Director by calling the office at (302) 442-3600 or submitting concerns in writing if desired.</p> <p>Concerns and complaints may also be addressed to the Office of Health Facilities Licensing and Certifications by calling (302) 292-3930 or (800) 942-7373; 261 Chapman Rd., Suite 200, Newark, DE 19702.</p> <p>Patients will be informed of this information at the time of admission.</p>

<b>Signature:</b>	<b>Name:</b>	<b>Date of Review:</b>
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