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| **Handling and Resolution of Complaints** | **Last Revision:** | March 2019 |
| **Last Reviewed:** | March 2020 |
| **Applies to the following THA Group of Companies:** | * Independent Life at Home |
| **Included in the following THA Manual:** | Administrative Policies & Procedures  Ethics, Rights & Responsibilities |

**PURPOSE**

To identify a procedure by which a client, family member or any other external customer may report feedback, including but not limited to, compliments/praise or concerns or complaints regarding services provided, admission, treatment, discharge, abuse or neglect.

**POLICY**

A client, family member or legal representative, or any other external customer may report feedback at any time during or after services are provided by any THA Group, Inc. provider. Any feedback may be reported without compromise to the customer’s future access to services. The company encourages reporting of any concern, complaint, or general feedback in order to continuously improve the quality of care and services – no matter how insignificant the comment may seem. Reporting is not viewed in a punitive manner and is strictly confidential.

**DEFINITIONS**

**Feedback:** A written or verbal compliment/praise, complaint, concern or objection from a client or the client’s designated representative, physician or referral source, or any other external customer regarding the quality or appropriateness of care/services that can be effectively addressed and resolved by informal means (if applicable), during the period of service. (Feedback is not reported on the Patient Adverse Event Form unless the issue results in client injury.) A very serious and unusual complaint has the potential to result in a lawsuit. All are dealt with as expeditiously as possible.

**Client Rights and Responsibilities:** All clients, family members or their legal representatives, and other external customers have the right to provide feedback without compromising current or future care. At the initiation of start of care/services, all clients are informed of this right. (Refer to Start of Care Patient Booklet).

**Company Rights and Responsibilities:** THA Group, Inc.’s procedures support all efforts to resolve concerns and complaints in a timely and appropriate manner. All concerns, complaints, or other general feedback are investigated, brought to the attention of appropriate individuals, and when indicated, followed up with corrective action up to and including separation. Clients, family members or their legal representatives, or external customers who voice issues or serious complaints receive a timely response that addresses the issue.

**PROCEDURE**

1. At the time of start of care or services, the client and/or family member is informed in clear and understandable language of the Customer Feedback policy that is stated in the Start of Care Patient Booklet. They also are provided in writing names and phone numbers for employees and/or leadership to contact should they have any concerns.
2. Any customer feedback is submitted by the recipient of the feedback via the online [Customer Feedback Form](https://www.surveymonkey.com/r/thagroup-customer-feedback-form) (https://www.surveymonkey.com/r/thagroup-customer-feedback-form). An automatic email notification is immediately sent to Performance Excellence (PE), who then determines if further attention and/or investigation is needed and logs the complaint. Serious complaints involving injuries may also be reported via the Patient Adverse Events Form.
3. PE determines who is responsible for investigation of the feedback.
4. In cases where the feedback involves an employee issue, the employee is given an opportunity to provide feedback to PE as part of the investigation. PE collaborates with the Vice President of Talent Management to determine the appropriate level of corrective action up to and including separation. Any and all documentation involving any employee is sent to and retained in Talent Management.
5. Responses to all feedback, either written or verbal, are made as soon as possible, but within a maximum of 3 business days. A final, written response to very serious feedbackis made to the customer after a full investigation has been completed; this final response is not to exceed 10 business days.
6. Feedback is provided as appropriate to the customer by PE or the President and CEO.
7. If the customer feels the situation has not been resolved, the matter is referred to the next highest administrative representative for direction of further action to resolve the feedback.
8. When appropriate, PE and/or administrative representatives participate in the investigation to negotiate and mediate issues.
9. Customer Feedback is tracked through the performance improvement program.
10. General feedback noted through the telephonic post-discharge satisfaction survey is referred to PE for follow up action as appropriate.