Teche Action Board, Inc Patient Complaint Process

When concerns, complaints, or grievances are voiced by the patient, the staff is responsible for directing the patient to the complaint officer or designee.

To voice a concern, complaint, or grievance, please ask for the complaint officer. The complaint officer or designee will speak to you about the issue, follow-up and report the outcome of the investigative process to all parties involved. You can request a patient complaint form from the front desk receptionist. After completing the form, return it to the complaint officer or designee.

You can verbally express complaints, concerns, or grievances by calling the complaint officer at 1-337-828-0102. You can expect a response from the complaint officer or designee within a reasonable time frame.

If the problem has not been solved to your satisfaction, you may file a formal written grievance with the clinic's administration or Teche Action Board, Inc.

Formal grievances should be submitted in writing to:

Teche Action Board, Inc. Complaint Officer 1115 Weber Street Franklin, LA 70538

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CLIENT COMPLAINT FORM

Client Name	Date
Address	Phone

Please describe in detail the complaint. Include the date of the incident, where the incident took place and the staff person involved. Please also include if available, the name (s) and address of any witness (s). Attach an additional sheet if more room is needed.

When this form is completed, you can give this form to any staff member or request to see the Complaint Officer or designee. You can also verbally express complaints, concerns, or grievances by calling the complaint officer or designee at 1-337-828-0102. You can expect a response within a reasonable time frame.

Formal grievances should be submitted in writing to:

Teche Action Board, Inc. Complaint Officer 1115 Weber Street Franklin, La 70538

Client's Signature_____

Date _____