

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

