

Formal Complaint Form (Part 1) - Instructions

United Indian Health Services, Inc. welcomes client complaints as an opportunity to improve client care. All clients have the right to make a complaint(s) relating to the delivery of health care. No complaint is considered too small. Making a complaint will not compromise access to future care.

1. ***UIHS recognizes the importance to resolve an informal complaint at the time and level it is made.*** If you do not feel that your concern was resolved to your satisfaction, you are encouraged to complete a “Formal Complaint Form”, part 1.
2. Obtain a “Formal Complaint Form” from any UIHS staff member or if you are making a concern via telephone, a UIHS staff member will send you a “Formal Complaint Form” by certified mail.
3. **The client making the complaint needs to complete and sign the “Formal Complaint Form”.**
4. The client needs to keep their copy of the “Formal Complaint Form”. Return the remaining portions of the “Formal Complaint Form” to the Quality Management Office through any UIHS staff person.
5. The QM office will forward the complaint to the appropriate department coordinator/director.
6. The department coordinator/director will contact the client within five (5) working days to review the concern. The department coordinator/director will strive to resolve the complaint with the client.
7. The department coordinator/director will complete the “Formal Complaint Form”, part 2 (follow-up) and mail a copy to the client which states the resolution of the complaint. A copy will also be forwarded to the QM office to assure the process is followed.
8. If for some reason the complaint should remain unresolved, it will be forwarded to the Executive Director for review.
9. The Executive Director will contact the client and strive to resolve the complaint. If the complaint remains unresolved, it will be forwarded to either a Professional Peer Review Panel and/or Administrative Review Panel.
10. A written decision from the Review Panel will be forwarded to the client within twenty (20) working days.
11. In order to assure better service, the client needs client to follow the complaint process. Failure on behalf of the client to follow the complaint process will automatically terminate the complaint.