If grievance **is an immediate risk matter**, Office of Clinic Administration will manage and work with the appropriate clinic to resolve.

**Phase II – Two weeks post initial complaint**

Manager/ Director/ Program Director follows up with the patient to resolve complaint/concerns. **\***

**Phase I – Date of Initial Complaint**

**Phase III – Resolution**

Office of Clinic Administration Administrative Assistant to follow-up with Manage/ Director/Program Director on final resolution. **\***

**\*** Manager/ Director/Program Director may consult with the Office of Clinic Administration, as necessary.

If the grievance **has been** resolved (or three unsuccessful attempts have been made to reach the patient), the Manager/ Director/Program Director completes the grievance form with the resolution and forwards the form to the Office of Clinic Administration Administrative Assistant.

If the grievance **has not** been resolved, Office of Clinic Administration Administrative Assistant to follow-up with Manager/ Director/Program Director on the status of the complaint. **\***

Office of Clinic Administration Administrative Assistant documents the patient’s concerns on the grievance form.

Advise patient of the grievance process.

Office of Clinic Administration Administrative Assistant to send follow-up letter to the patient stating the resolution is still pending and documents the status on the spreadsheet.

Office of Clinic Administration Administrative Assistant sends acknowledgement letter to the patient upon receipt of initial grievance and documents the date the letter was sent in the spreadsheet.

Office of Clinic Administration Administrative Assistant documents grievance on spreadsheet.

If grievance **is not an immediate risk matter**, Office of Clinic Administration Administrative Assistant will send the grievance form, via secure email, to the appropriate Manager/ Director/Program Director for review.

Send completed grievance form to Associate Dean of Clinic Administration and Patient Care, Assistant Dean Pre-Doctoral Clinical Operations and Privacy Officer for review.