



Big Sky Pediatric Therapy COMPLAINT & GREIVENCE PROCESS

POLICY:

Big Sky Pediatric Therapy encourages patient and family feedback about their experiences at our facility. By obtaining feedback from patients and families, Big Sky can identify opportunities to improve its processes, thereby enhancing patient and family satisfaction.

Big Sky Pediatric Therapy will provide a fair, fast and objective review of complaints.

PROCEDURE:

In order to improve your patient experience, it is important to us to provide prompt responses to your concerns.

- If your complaint is in regards to your child's therapy service, Big Sky Pediatric Therapy encourages you to contact your child's therapist. You may call our office at 512-306-8007 ext. 200 and we will give you the appropriate contact information.
- If your complaint is in regards to billing or scheduling, or prefer to direct a therapy complaint to someone other than your child's therapist, please contact Dori Chappell at 512-306-8007 ext. 210.

When complaints are made, the person to whom the complaint is made will record detailed information, including, without limitation:

- Patient name
- Complainant name
- Date of complaint
- Description of the concern/issue
- Date of the concern/issue
- Requested action
- Telephone number and/or address, depending on preferred method of response

Complaints will be addressed in a timely manner. If the issue/concern cannot be immediately addressed, the complainant will be contacted, via telephone or by letter, acknowledging the receipt of the complaint, and letting them know what additional steps are needed to resolve the matter.