

## **Formal Complaint Procedure**

### **Purpose**

The purpose of this complaint procedure is to provide the citizens with a formalized method to have the Lakeshore Hospital Authority respond to any issues or complaint that any citizen has with any employee of the Lakeshore Hospital Authority.

### **STEP 1**

In the event that any citizen of this state has a complaint against any employee of the Lakeshore Hospital Authority, they should place the complaint in writing citing specific details including nature of the complaint, time of the incident which resulted in the complaint, whether there were any witnesses to the incident, and the individual to whom the complaint is addressed. In the event that the complaint is against the Executive Director, it should be addressed to the Lakeshore Hospital Authority Board of Trustees' attorney.

Within five days of the occurrence of the incident, please address your complaint to the Executive Director of the Lakeshore Hospital Authority or the Lakeshore Hospital Authority Board of Trustees' attorney if against the Executive Director.

### **STEP 2**

The Lakeshore Hospital Authority Executive Director or the Board of Trustee attorney will conduct an investigation of the incident, including, if necessary, meeting with the complainant and other witnesses, and will provide a written response within ten days.

### **STEP 3**

In the event that the citizen is unhappy with the response of the Executive Director, the citizen has a right to appeal the decision in writing to the Lakeshore Hospital Authority Board of Trustees within five days of receipt of the response from the Executive Director.

### **STEP 4**

The Board of Trustees will then conduct an independent investigation in to the Complaint and will provide a written response to the complaining party within thirty days of receipt. The decision of the Board of Trustees will be final.



**Staff Report**

Jack Berry

June, 2016 Regular Meeting

NEW	6
RENEW	23
INELIGIBLE (INCOME OR OTHER )	2
TOTAL CLIENTS SEEN IN OFFICE IN MAY	31
ACTIVE MEMBERS	157
PUBLIC VISITS	122

**PRIMARY CARE VISITS - 6 LOCATIONS**

April 2016	64
YTD (Fiscal year October - Sept)	653

**PHARMACY USAGE**

April 2016  
PATIENTS SERVED 63  
RX'S FILLED 201

**EMERGENCY ROOM VISITS**

May 2016	24
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