

**CENTRAL VALLEY INDIAN HEALTH, INC.
20 NORTH DE WITT AVENUE
CLOVIS, CA 93612
(559) 299-2578**

PATIENT GRIEVANCE POLICY

1. Purpose: To provide a method and procedure for patients to submit formal complaints and/or to resolve patient related problems within Central Valley Indian Health, Inc.
2. Policy: Formal patient complaints occurring within Central Valley Indian Health, Inc. will be treated as a patient grievance and will be handled promptly. Staff personnel receiving formal grievances are to forward them to the appropriate Staff Director and to the Executive Director. The Staff Director and the Executive Director shall review and attempt to resolve the problem. In the event the Staff Director and the Executive Director are unable to resolve the problem, the complaint or grievance shall be forwarded by the Executive Director to the Personnel Committee of the Board of Directors.
 - A. Patient grievances that are forwarded to the Personnel Committee for resolution shall be presented by the Executive Director along with an explanation of the measures taken to resolve the grievance.
 - B. Patient grievances may be presented in person, by phone call, or in writing. A form for formal grievances is attached and recommended for use for those desiring to file formal grievances.
 - C. Patients that identify themselves as Managed Care patients with either Blue Cross or Health Net, shall also have their grievances and the resolution not be reached for any reason, the managed care plan administrator shall be requested to provide assistance in resolving the grievance.