Health Center Grievance Process

This process applies to all staff, patients, volunteers, and visitors.

• You have the right to file a formal grievance if you have voiced a complaint that has not be addressed to your satisfaction by a EUCHC Administrator.

• You have the right to an explanation of how our grievance process works.

• You have the right not be retaliated against if you file a grievance.

• You may request a grievance form from the Human Resources Department, and you may ask for assistance with completing and submitting the grievance.

• You must make a detailed statement in writing and sign, date, and submit the form. the statement must include all details of the complaint (time, date, and exact nature of the incident). A copy of the completed form will be given to you for your records and the original copy will be keep for review by AHCA, Medicaid, HRSA, Patient Record, Employee Record, and Visitor Log upon Request.

• Human resources will contact all parties involved and schedule a grievance investigation with all involved parties within 15 working days of receiving the complaint.

• Within 30 working days of receiving the complaint (15 day after the investigation), the Human resources department will convene a committee composed of all involved parties and peer advocate(s). the committee will objectively review all information concerning the issue, evaluate the nature of the grievance and recommend an unbiased corrective action. the Human resources department will document the findings of the committee in a formal response letter to all parties involved within 7 days of the committee meeting.

• You have the right to appeal the findings and re-petition the committee within seven days of receiving a formal response. If you are not satisfied with the finding(s), you may then file grievance directly with Medicaid, AHCA, DCF, HRSA, etc.

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