

CLIENT GRIEVANCE POLICY

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Approval: Senior Management Team

1.0 Purpose

1.1 This policy establishes the procedures by which a client organization may file an internal complaint against Favorite or a specific office or department.

1.2 This policy does not apply to complaints about a specific Temporary Health Professional (THP), which is covered by the Complaints and Disciplinary Conditions policy.

2.0 Scope

This policy applies to all client organizations (customers). Employees of Favorite who wish to make a complaint should utilize the Employee Grievance Policy.

3.0 Policy

3.1 It is the policy of Favorite to provide an internal process to investigate and resolve client complaints.

3.2 Clients shall not be subjected to coercion, discrimination, reprisal, or unreasonable interruption of services for voicing complaints or recommending changes.

3.3 Favorite Healthcare Staffing, Inc. is a certified healthcare staffing agency under The Joint Commission. Certification recognizes our continued dedication and commitment to providing quality services to both clients and staff. Report concerns related to the quality and safety of patient care directly to the management of Favorite Healthcare Staffing. No disciplinary or punitive action will be taken against anyone making a report. These issues may also be reported directly to The Joint Commission using the information found on their website at www.jointcommission.org or via e-mail at complaint@jointcommission.org.

4.0 Definitions

4.1 Client Complaint – For purposes of the policy, a client complaint applies to the following areas of concern:

- 4.1.1 Professionalism of branch office and/or corporate staff members.
- 4.1.2 Negligence of branch office and/or corporate staff.
- 4.1.3 Failure to meet standards set forth in written agreements.
- 4.1.4 Violations of the company's Business Ethics policy.
- 4.1.5 Billing complaints where resolution was sought from the Accounts Receivable and/or Payroll Departments and satisfaction was not received.
- 4.1.6 Any other complaint where satisfactory resolution was sought but not received from a branch or department of the company.

4.2 Grievance Form – There is no specific form for the Client Grievance. Clients may submit a grievance in writing to the corporate office, or by e-mail to *clientcomments@favoritestaffing.com*. The client may also call the Director of Human Resources and Quality Assurance and Quality Assurance at 800-676-3456 for more information.

5.0 Responsibilities

5.1 Responding to and investigating client grievances is the responsibility of the respective Vice President of the office for which the complaint was made, or in the case of a corporate department, the senior manager in charge.

5.2 The President shall review and respond to grievances as outlined in the procedures.

5.3 The Director of Human Resources and Quality Assurance and Quality Assurance shall be available to answer client questions about the client grievance process.

6.0 Procedures

6.1 Clients should first attempt to resolve a complaint at the branch or department level.

6.2 If resolution is not attained at the branch or department level, the client should follow the grievance submission process described in 4.2 of this policy.

6.3 The grievance will be reviewed by the Director of Human Resources and Quality Assurance and Quality Assurance. The Director of Human Resources and Quality Assurance and Quality Assurance shall forward the grievance to the appropriate Vice President or other senior manager and track the grievance process.

6.4 The Senior Manager shall have 10 days to investigate and respond to the client grievance. The results of their findings shall be put in writing and shared with the client.

6.5 If the client is not satisfied with the results of the grievance, they may submit another grievance in writing to the attention of the President.

This grievance should specify the original complaint as well as any concerns over the findings of the first grievance.

6.6 The President shall have an additional 10 days to review the grievance and make a final determination.

6.7 Human Resources will maintain all related documentation.