

## **Grievance Policy for Evergreen Pediatric Clinic**

### **Purpose**

To provide a clear process for patients and staff to voice concerns and grievances, ensuring they are addressed promptly and fairly.

### **Scope**

This policy applies to all patients, caregivers, and staff within Evergreen Pediatric Clinic.

### **Definition of a Grievance**

A grievance is any dissatisfaction or complaint regarding services, treatment, or behavior that affects the patient or staff experience.

### **Policy**

Evergreen Pediatric Clinic is committed to providing high-quality care and service. We encourage open communication and aim to resolve grievances in a timely and effective manner. We value your feedback and strive to continuously improve our services. We encourage open communication and hope to resolve any concerns effectively.

#### **1. Filing a Grievance**

- Patients or staff can file a grievance verbally or in writing.
- Written grievances should be submitted to Clinic Administrator at 505 NE 87<sup>th</sup> Suite 120 Vancouver, OR 97220.

#### **2. Acknowledgment**

- All grievances will be acknowledged within 7 business days.

#### **3. Investigation**

- A thorough investigation will be conducted by Clinic Administrator or applicable party.
- This may involve interviews, reviewing records, and gathering relevant information.

#### **4. Resolution**

- The clinic aims to resolve grievances within 30 business days.
- The outcome of the investigation and any proposed resolution will be communicated to the complainant.

#### **5. Appeal Process**

- If the complainant is not satisfied with the resolution, they may appeal to the Executive Committee.

- Appeals must be submitted in writing within 7 business days of receiving the initial resolution.

**6. Confidentiality**

- All grievances will be handled confidentially to protect the privacy of the individuals involved.

**7. Non-Retaliation**

- No person will face retaliation for filing a grievance in good faith.

**8. Review and Improvement**

- The clinic will regularly review grievance outcomes to identify areas for improvement in services and operations.

**Contact Information**

For further information or to file a grievance, please contact:

- Evergreen Pediatric Clinic
- Clinic Administrator Teri Bryant
- (360)892-1635
- [terib@evergreenpeds.com](mailto:terib@evergreenpeds.com)