



TITLE: Service Recovery (Patient Grievance)	LAST REVIEWED DATE: 3/2024
SECTION: 2100.04	LAST REVISED DATE: 3/2024
POLICY OWNER: Director of Clinical Services and Compliance Officer	NEXT REVIEW DATE: 3/2027
ORIGINAL EFFECTIVE DATE: 8/2010	

DEFINITIONS:

- *Complaint*— a negative expression with any aspect of service/experience at Axess Family Services, Inc. (AFS) that remains unresolved following proper notification of to the appropriate person for resolution
- *Service recovery or grievance*— a complaint that is not a Risk Management, Privacy, Billing, or Discrimination Complaint (see below).

POLICY:

Axess Family Services, Inc. (“AFS”) encourages patients and other individuals to voice concerns or complaints about any aspect of AFS care, services, or experiences. These concerns are documented, investigated and addressed in a timely manner via standard procedures. Concerns and complaints are handled in a way that does not compromise an individual’s right to receive quality service.