



Complaint Management Policy

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| <u>Effective Start Date:</u> <u>01/01/2019</u> | <u>Reviewed/Revised:</u> <u>02/05/2019</u> | <u>Prepared/Approved by:</u> <u>Reyanna Lindsey/ Program</u> <u>Manager</u> |
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Freedom Now Currently has a spreadsheet in which all complaints are monitored and logged on a quarterly basis. FNHC will maintain the log by:

- Analyzing the number of complaints resolved to participants satisfaction.
- i.e. All complaints will be rated by the participants, and FNHC will ensure the participant is satisfied with the resolution.
- Analyzing the number of complaints not resolved to the participants satisfaction
i.e. All complaints will be rated by the participants, and FNHC will ensure the participant is satisfied with the resolution. If a participant is not satisfied with a resolution that will be logged on the current spreadsheet as well as any resolution for the future regarding the complaint.
- Measure the amount of complaints sent to the Department for resolution.
- i.e. Any complaints that are above the jurisdiction of FNHC office staff and management team will be logged on the current spreadsheet, resolved as efficiently as possible. Also these complaints will be sent to the department for further resolution. Once mediated by the department. FNHC will log the resolution on the log either as “sent to dept. for further resolution” or the actual resolution will be logged.

Quality Management Assurance

FNHC will ensure that the amount of complaints resolved exceed the number of complaints left unresolved. FNHC will also ensure that we are not leaving any complaints unresolved. FNHC prides ourselves on quality care and making all participants a priority which is what we plan to uphold. We will work as hard as necessary and take all possible steps to ensure that all/any complaints are resolved to our participant’s best interest and that they are satisfied with the resolution. Any resolution that a participant is not satisfied that is not unreasonable can be reevaluated to better suit the participants expectation as long as it is reasonable.

