



Complaint Process

Policy Objective: To provide a systematic complaint procedure to address incidents, errors and sentinel event with Sentry Neuro, LLC.

Definitions:

Complaint: is statement of dissatisfaction in Sentry Neuro in regards to technical, patient care or ethical concerns.

Sentinel Event: as defined by The Joint Commission (TJC) “as any unanticipated event in a healthcare setting resulting in death or serious physical or psychological injury to a patient or patients, not related to the natural course of the patient's illness.”

The following complaint process is available for any staff member or customer of Sentry Neuro. Anyone who believes that there has been a violation of ethic standards, patient rights, or technical inequities may file a complaint. This includes patients, customers or staff members of Sentry.

Procedure:

To file a complaint, the complaint should describe the problem and include all the information needed to support the allegation or complaint. The internal Complaint form can be used by any Sentry staff member.

Resolution Procedures:

- Complaint is received either via website or internal complaint form
- Complaint is addressed by Chief Executive Officer
- The Chief Executive Officer will hold an investigation and a final report must be completed within 5 days of receiving the complaint unless an extension is granted due to exceptional circumstances.
- After final report is issued, a follow up meeting with in 1 day, either in person or phone call, will be held with the complainant to ascertain resolution.
- If no resolution is accomplished a face-to-face meetings, as necessitated by the situation and progress, will be held until resolution for offense is obtained.