



## Public Complaint Statement

### What is a complaint?

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

### Who is the complaint process for?

The complaint process is available for any staff member or customer of Sentry Neuro.

### Who may file a complaint?

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 Neuro.

### What information must be in the complaint?

The complaint should describe the problem and include all the information needed to support the allegation or complaint.

### Is there a process for resolving complaints?

Yes, under most circumstances the complaint may be resolved with the Chief Operating Officer for Sentry Neuro.

### Where do I send complaints?

You may send your complaint in writing to:

Sentry Neuromonitoring, LLC  
16131 N Eldridge Pkwy, Suite 200  
Tomball, Texas 77377  
Attention: Chief Executive Officer

OR

Use the "Contact Us" section of our web site [www.sentryneuro.com](http://www.sentryneuro.com).

### How long does it take to resolve the complaint?

The investigation and final report must be completed within 5 days of receiving the complaint unless an extension is granted due to exceptional circumstances. The final report may contain a timeline for resolving the problem.