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Owner	Kristin Feeback: President/CEO
Area	Quality Management
Standards	CARF 1.K.3-4

Complaint Process, QM 418

POLICY:

This policy describes CommCare's process for collecting and resolving consumer complaints about program services. Complaints may be verbal or written. Each complaint will be thoroughly investigated and the complainant shall receive a response within ten (10) business days. Complaints that are of urgent nature (meaning the complaint/concern has either a potentially serious negative clinical impact on the consumer) will be resolved same working day and no later than two (2) business days. A written summary of the investigation as *appropriate or requested*, including corrective action plans when indicated, will be provided to the individual filing the complaint, the contact person for each entity involved, and the President/CEO of CommCARE. Complaints may be verbal or written (CARF 2020 1. K. 3-4).

PURPOSE:

To establish policies and documented procedures to receive, resolve, track, and analyze complaints from consumers in a timely manner and to continually improve consumer satisfaction.

DEFINITIONS:

Complaint: An expression of dissatisfaction by a consumer or on behalf of a consumer expressed verbally or in writing regarding an organization's products or services.

Consumer: An individual person who is the direct or indirect recipient of the services of CommCARE. A consumer relationship may exist even in cases where there is not a direct relationship between the consumer and the organization.

PROCEDURE:

1. A consumer or someone on behalf of a consumer can file a complaint verbally or in writing. A verbal complaint can be filed with any CommCARE employee or by leaving a confidential message on the compliance line, 816-472-9012 X120. A written complaint can be filed by going to website, commcare1.org, and completing the complaint form. Any complaint form completed on the website is forwarded to the Compliance Officer for investigation and followup.
2. Any complaint received by a CommCARE employee will be carefully documented on a CommCARE complaint form by the employee receiving the complaint. *(See Attachment A QM 418).* This form allows for the documentation of each contact made throughout the investigation as well as the outcome of the investigation. This form will be forwarded to the Compliance Officer on the same business day or no later than the next business day.
3. The Compliance Officer will perform the investigation and contact appropriate parties for information needed to resolve the concern. Complaints that are of an urgent nature will be resolved within the same business day and no later than two (2) business days. Complaints that are of a non-urgent matter will be resolved within ten (10) business days.
4. The complaint form will include who filed the complaint, what type of complaint (urgent or non-urgent), the date and time the complaint was received, the outcome of the investigation, the date and time the investigation was completed, and the date of any verbal resolution or requested letter of resolution was sent.
5. The Compliance Officer or designee will call the complainant and inform the complainant of the complaint process including the resolution of the complaint as well as requests to re-review the complaint if the resolution is not acceptable to the complainant. If the complainant requests the response in writing the, Compliance Officer or designee will summarize the investigation and its outcome in letter format and send it to the individual filing the complaint.
6. Upon completion of each investigation, the Complaint form, any supporting documentation, and the letter of resolution and request for Complaint Re-Review, if applicable, will be kept electronically.
7. The complaints will be discussed in routine staff meetings as a teaching process as applicable.
8. Resolution time frames are tracked, trended and reported to the Quality Management Corporate Compliance (QMCC) Committee.
9. In the event the individual filing the complaint is dissatisfied with the action taken, he/she may initiate the appeal process by completing the request for Complaint Re-Review Form *(See Attachment B QM 418*), in writing, and it will be forwarded to CommCARE's QMCC Committee who will function as the external review body. Within five (5) business days following the QMCC Committee's determination, the individual filing the complaint will receive a letter of determination of the QMCC Committee's resolution.
10. A complaint often involves an issue that can be resolved quickly (meaning immediately or within 24 hours) which is done informally by a staff member whom was present when the complaint was received. A grievance involves a client's concern which remains unresolved and cannot be addressed immediately.

Attachments

Attachment A - Consumer Services Complaint Form QM418.doc

Attachment B - Request for Complaint Re-Review Form QM418.doc

Approval Signatures

Step Description	Approver	Date
	Michelle Watson: Director of Call Center Services	01/2024
	Kristin Feeback: President/CEO	01/2024
	Michelle Watson: Director of Call Center Services	12/2023