

Policy and Procedures

40.1

Title: Complaints / Employee Grievance

Date issued / last revision: December 7, 2004

Date effective: Immediately

Complaints / Employee Grievance

Statement:

Cooperstown Medical Transport, Inc. (CMT) is establishing this policy and procedure to provide a formal mechanism to bring complaints and grievances to the attention of management.

Purpose:

CMT believes in conflict resolution through an orderly and thorough review of the facts and circumstances. There will be no reprisals against an employee for the filing of a grievance. The time limitations established in this policy and procedures are imposed to ensure timely consideration and response to the complaint.

Scope:

This policy applies to all CMT employees and those that wish to file a complaint with CMT.

Policy:

1. The CQI Administrator will be responsible to investigate complaints received from patients or members of the community and prepare information for review by a manager.
2. It is the responsibility of any employee that receives a written complaint from a patient or member of the community to forward that complaint to the CQI Administrator.
3. If an employee takes a verbal complaint from a patient or member of the community;
 - a. Document the complaint and forward to the CQI Administrator.
 - b. Include the nature of the complaint, the name of the complainant, and a contact phone number and/or address.
4. If a complaint concerns a CMT employee, the CQI Administrator will notify their immediate supervisor(s) within 3 days.
 - a. Informed either verbally and/or in writing
5. A written acknowledgement will be made to the individual filing a complaint within 3 days.
6. A full review of all aspects of the complaint will commence within 5 days of receiving the complaint.
7. A review of a complaint can include, but not limited to:
 - a. Interview of the complainant
 - b. Interview of the employee(s) involved
 - c. Review of paperwork, dispatch records and/or billing records.

8. Refer to *Electronic Communications Monitoring* for further information.
9. The final outcome of the complaint review will be made and communicated no later than 20 days of receiving the complaint.
10. If there is any deviation from the above-stipulated time frames, the complainant will be kept fully informed of progress.
 - a. Informed either verbally and/or in writing.
11. An employee who has a complaint or grievance is encouraged to discuss the matter with their immediate supervisor prior to filing a formal complaint.
12. When an employee feels that a complaint exists, the employee should arrange a meeting with their immediate supervisor.
 - a. This meeting must be held within 14 days.
 - b. The complaint may be expressed orally or in writing
 - c. The supervisor must respond to the employee's complaint within 7 days of the first meeting.
13. Filing a formal written complaint:
 - a. Only written complaints / grievances will be reviewed above the level of immediate supervisor.
 - b. The employee has 3 days after response from a supervisor (as outlined above) to file a formal complaint.
 - i. If no formal complaint is filed within 3 days, the matter will be considered resolved.
14. All written formal complaints must be documented on an *Incident Report* form.
15. A manager will review all written formal complaints made by a CMT employee within 5 days of receipt.
16. A manager will notify the employee and their immediate supervisor of the outcome of the complaint / grievance within 10 days of receipt.
 - a. Informed either verbally and/or in writing.
 - b. The resolution will be documented on the bottom of the incident report.
 - c. For further information refer to *Incident Reports*.
17. If there is a complaint / grievance (from within the company) against an individual not employed by CMT or against an outside company, a manager (or their designee) will file a formal complaint with the outside company or a regulatory agency if deemed necessary after review of the original complaint.
 - a. Must be coordinated with the Director of Operation.