

# Complaint Resolution

- ▶ Amplified Home Health Care values feedback of consumers and employees. Amplified Home Health Care's complaint procedure processes will be explained to consumers and made easily accessible through information provided in the consumer packet and in the employee orientation packet.

- ▶ Amplified Home Health Care's response to a consumer or employee complaints will be prompt, objective, and fair. All complaints will be considered confidential; information will only be shared with individuals who are involved in the complaint resolution process. Complainants will be kept informed throughout the resolution process. Once the situation has been remedied staff will follow-up with the complainant to ensure satisfaction with the solution.

- ▶ Accountability for handling complaints will be clearly established in the complaint management procedure. Amplified Home Health Care recognizes the complaint management process is essential to staff accountability, process and employee development. Knowledge and review of complaints will be used to inspire procedural improvements

- ▶ On a quarterly basis, Amplified Home Health Care will review and analyze received complaints. Information attained through analysis will be used for the purpose of procedural improvements and development of Amplified Home Health Care's quality management policy. Amplified Home Health Care will make readily available and submit a copy of the complaint management policy, procedures, and complaint analysis to the Department of Health upon request.
- ▶ The complaint management procedure will meet the Department of Health's regulations (Title 55, §52.18) in regard to complaint management.