



Patient Grievance Policy

It is the goal of North Pinellas Children's Medical Center to provide all patients with the best care possible. If patients or families have concerns or complaints, we encourage you to bring them to the attention of our staff immediately so we can address them appropriately.

It is the policy of NPCMC to address all patient complaints and grievances in a fair, timely and professional manner. Whenever possible, NPCMC attempts to resolve patient questions or concerns quickly and informally. In the event that concerns cannot be satisfactorily resolved informally, patients are afforded the opportunity to file a formal grievance.

Grievance forms are available upon request at all locations or may be accessed via the practice's website. Completed and returned grievance forms will be submitted to the Manager of the NPCMC location to which the grievance applies.

The Office Manager will investigate each complaint in a fair and timely manner and will respond to the patient within 5 business days of receiving the complaint. Some grievances cannot be fully addressed within 5 business days, however, the manager will at least make contact with the patient within 5 business days of the submission of the grievance to advise them that the process is underway.

If after review and response by the Office Manager, the patient is still dissatisfied, the grievance shall be referred to the CEO for review.

Complaints and grievances will not ever be documented in the patient's permanent record with the exception of threats to self, others, or public safety. Complaints and grievances are treated as confidential information within the organization.