

APICHA GRIEVANCE POLICY NOTICE

At APICHA, it is our priority to provide quality care to our patients and clients. Your satisfaction with our services is very important to us. The main concern of APICHA's staff is that you know about this policy and know how to report your complaints to us. It is the responsibility of all APICHA staff to treat you with the utmost respect and concern.

If you would like to file a concern or complaint about any of your services :

We encourage you to resolve problems with staff informally if you can. It is best to directly work out your concerns with the staff who are involved in.

We understand sometime it is not possible to directly work out with the staff involved. Please bring your concerns to the unit manager. She/he will listen to your concerns and try to resolve issue. If issue can't be resolved immediately, she/he will assist you in filling out a Patient/Client Comment/Complaint form. The unit manager will forward your concerns to the Director of Programs. You also can directly contact the Director of Programs in writing for any of your concern.

Mailing Address:

400 Broadway New York, NY, 10013 Att. the Director of Programs

Email Address:

yfukuda@apicha.org.

She/he will send you an acknowledgement of receipt within 7 days. She/he will contact you to set up a meeting to discuss your concerns and try to find resolution if the meeting is requested. The Director of Programs will convene the grievance committee for investigation and the findings will be communicated in timely fashion. When the resolution can't be made within 30 days, you will receive a letter informing progress towards resolution.

A Patient Comment/Complaint form will be filled out and a copy forwarded to the Chief Medical Officer and the executive team of the agency.

If the patient is still not satisfied with the resolution of the complaint, then the patient will be directed to contact the Chief Executive Officer or New York State Department of Health. Contact information will be provided upon request. The Chief Executive Officer will meet with the patient by appointment only.