SCOPE: All staff at the Student Center for Health and Counseling. Clientele at the Student Center for Health and Counseling.

PURPOSE: To provide a mechanism whereby students/clients can express any concerns, complaints, grievances, comments or suggestions they may have about the services or operation of the SCHC. This mechanism will assure that all comments and complaints are reviewed by the SCHC Director and, when appropriate, addressed by the Quality Assurance Committee.

PROCEDURE:

1. Patient/student comments, suggestions, and complaints will be respected and given appropriate attention and consideration. Complaint forms will be made available to students in the Student Center for Health and Counseling (SCHC) lobby, on the SCHC website, or can be obtained by asking any staff member.

2. All complaints received will be maintained in a file in the Director’s office and will be reviewed by the Director and when appropriate in consultation with the Medical Director. The purpose of this review will be to determine if there are any specific patterns developing, to determine if the resolution was optimal, and to identify important problems or concerns that are appropriate to address for improving the quality of services provided. If deemed appropriate, reports may be forwarded to the Quality Assurance Committee for possible quality improvement activity.

3. Complaints received from members of insurance plans for which we have contracts will be forwarded to that plan according to the terms of the contract.

Verbal Complaints

1. Individual staff members receiving verbal complaints should evaluate the situation and, if possible attempt to find a resolution.

2. If resolution is not possible, the complaint becomes a written complaint.

Written Complaints

1. If a written complaint is received, the staff member receiving the complaint will complete, sign and date the first three sections of the complaint form, if not already filled in by the complainant. The complaint will be given to the Director, or designee, who will contact all staff who are involved with the complaint and review any written documentation of the incident, when applicable. The Director or designee will review each complaint for clinical content.
2. The member of management addressing the complaint will respond to complainant in a timely manner. Every attempt will be made to respond to the complainant by telephone and outcome documented on complaint form.

3. If resolution is not achieved, the complainant may be referred to the Vice President of Student Life & Success.

Privacy-Related Complaints

1. The SCHC will provide appropriate notice that any person may file a complaint in writing, either on paper or electronically with the Secretary of the U.S. Department of Health and Human Services ("Secretary") at:

   U.S. Department of Health and Human Services  
   Office of Civil Rights  
   233 North Michigan Avenue Suite 240  
   Chicago, IL 60601  
   Voice phone: (312)886-2359 or TTD: (312)353-5693  
   Fax: (312)886-1807

A complaint must name the entity that is the subject of the complaint and describe the acts or omissions believed to be in violation of the Regulations. A complaint must be filed within 180 days of when the complainant knew or should have known of the violations, unless the Secretary waives the time limit for good cause.

Attachments: 6.11 A Complaint Form