



LANDMARK RECOVERY

Retrieval Number: 2-2-02

Issue Date: 10/2/23

COMPLAINTS CORPORATE POLICY

1. PURPOSE AND SCOPE

Policy outlines process for filing a written patient grievance, complaint, or suggestion.

2. POLICY

All patients have a right to make suggestions or file a complaint without fear of retaliation. The facility will maintain a “comment box” or an electronic kiosk which patients can use to document their suggestions and complaints. Complaints must contain the patient’s name, date, description of the issue, requested action, and desired method of follow up. The Executive Director shall ensure all complaints are investigated and resolved within 14 days.

Patients may further email complaints to compliance@landmarkrecovery.com. Complaints sent to this address trigger an investigation by an employee unaffiliated with the location. Upon request, patients will receive technological access to file complaints in this manner while in treatment.

Patients may further file complaints with the Joint Commission by calling 630-792-5800 or by writing to:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Patients may further file complaints to the state licensing agency, whose contact information will be posted below this policy in each location.



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Landmark Recovery maintains a zero tolerance policy for retaliation against patients who file complaints, either internally or externally. Staff found to retaliate against a complaint will be disciplined up to and including termination.

The Executive Director shall ensure this policy and the appropriate contact information for the state licensing agency are posted continuously in a public area of the facility. Staff will review this policy with patients upon intake and again within 7 days of admission. Such reviews will be documented in the patient's medical record.

3. REFERENCES

- a. 908 KAR 1:370 section 10:4
- b. 2-2-01 Patient Rights Committee Corporate Policy