



Complaint Grievance Form

Purpose: The Complaint Tracing Form is to be used to trace, troubleshoot, and document patient complaints. Complaints can be originated by phone, email, written or verbal methods. Complaints will be sent to the Chief Operations Officer to be investigated and for a final resolution to be submitted.

Date of Incident

Patient Name

DOB

Source of
Complaint

Phone #

Complaint:

Follow-up:

Resolution:

Extra notes/comments

Recommendations or Action Plan

Staff
Signature

Staff Signature	
CMO signature	
ED Signature	