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# **GRIEVANCE/COMPLAINT FORM**

*Complaint: Please use this form if you would like to submit a written concern.*

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complainant Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Patient Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relation to Patient \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell Phone Number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address, City, State \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Services Began \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Problem Occurred \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please provide a brief and factual summary of your issue(s) with any information you feel may assist in our investigation. Please include as many details as possible, including dates and times of events that relate to your complaint, as well as names of persons who have information about the complaint and the names of any persons with whom you have discussed the events relating to the complaint, and your best recollection of the dates and times of any of these discussions.

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Have you contacted the provider/accredited organization directly regarding your complaint?

YES:  NO:

We strive to provide the highest standards of our services to meet your needs. If you have any concerns about your services received by TJ Pavilion Specialty Pharmacy, please call 270-659-5596. Within five (5) business days of receiving the concern, we will notify you that the complaint has been received. Within 14 days, we will provide you with written notification of the results. In the event you are dissatisfied with the results or feel your complaint remains unresolved, you may file a complaint with TJ Regional Health Patient Advocate at 270-651-4242 or our Accreditors, ACHC via their website ([www.achc.org](http://www.achc.org)) or via phone (855) 937-2242, URAC via their website ([www.urac.org](http://www.urac.org)) or via phone 202-216-9010 or the KY Board of Pharmacy via their website (pharmacy.ky.gov)

Thank you for your assistance in our continuing efforts to ensure quality specialty pharmacy services.

Sincerely,

TJ Pavilion Specialty Pharmacy