

# Patient Care Quality Office Complaint Process



Client contacts Patient Care Quality Office (PCQO) via email, phone, fax, web form, or by appointment



Patient Care Quality & Safety Consultant is assigned and begins complaint investigation



Unresolved concerns can be escalated to Patient Care Quality Review Board or other external organizations

Concerns unresolved, or client feels unsafe to resolve concerns at the time and place they occur



Complaint is acknowledged within two business days



Response provided to client within 40 business days

