GENERAL ADMINISTRATION 7.0

Comptroller Hotline Complaints -- 7.7

Date Issued: December 31, 1998

Date Last Revised: March 23, 2011

Signature:

By: Cathy R. Taylor, DrPH, MSN, RN
Assistant Commissioner
Bureau of Health Services

POLICY
All Comptroller hotline complaints are considered confidential and must be handled according to established procedures by the appropriate Regional Director or Section Chief.

APPLICABILITY
This policy applies to Regional Directors and Section Chiefs.

PURPOSE
To ensure that all complaints are responded to appropriately and in a timely manner.

PROCEDURE
When a Hotline complaint is received, the Office of the Bureau of Health Services will review the complaint and forward it to the appropriate Regional Director/Section Chief for investigation. A written response detailing the results of the investigation of the complaint and actions taken to resolve the complaint should be forwarded to the Bureau Office within two (2) weeks. It may be necessary to delete certain identifying information from the complaint to guarantee confidentiality.

The Bureau Office will prepare a formal response to send to the Division of Internal Audit of the Department of Health for forwarding to the Comptroller. The Regional Director/Section Chief will be sent a copy of the response for their file. Each Regional Director/Section Chief is expected to monitor the findings of the complaint and follow-up as necessary.

OFFICE OF PRIMARY RESPONSIBILITY
Office of the Director, Bureau of Health Services, (615)741-7305