



COMPLAINT PROCESS

We appreciate patient feedback and encourage you to offer us the opportunity to address any concerns you may have. If you feel you have not been treated fairly, that your rights have been violated, or that the quality of the services you received was poor, please consider taking one of the following steps:

- If you feel comfortable, please discuss your concern with the doctor or staff member offering your services. They will attempt to resolve the complaint and inform you about the available alternatives or actions they can take to resolve your concern.
- If you are not comfortable speaking directly with the doctor or staff member or are still dissatisfied after speaking with them, you can speak with the Executive Director. The Executive Director will attempt to resolve the complaint and inform you about the available alternatives or actions they can take to resolve your concern. If the Executive Director is not immediately available, the Executive Director will attempt to contact you as soon as possible, but no later than two business days.
- If you are unsatisfied with the Executive Director's response and proposed solution, you can ask the Board of Directors for a response and proposed resolution.
- If at any time, you are uncomfortable speaking with anyone directly about your complaint, you fill out a Patient Complaint and Grievance Form that includes a written description of 1) the circumstances surrounding the complaint, 2) actions AR Health staff took to resolve the complaint to date and 3) the action you are requesting to resolve the complaint.

Patient Complaint and Grievance Forms are available at the front desk and on the AR Health website. You may leave the form at the front desk, email it to admin@arhealthservices.org, or mail it to the Grievance Officer at PO Box 1062, Williamsport PA 17703.

Effective 02/01/2022