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GRIEVANCE POLICY - COMPLAINT RESOLUTION

Patients and guardians have the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, equipment and billing complaints will be communicated to management. These complaints will be documented in the Neb Doctors of Georgia Complaint Log. The documentation will include:

- The patient's and guardian's name
- The patient's and guardian's address
- The patient's and guardian's telephone number
- The patient's and guardian's health insurance policy number
- A summary of the complaint
- The date it was received
- The name of the person receiving the complaint
- A summary of actions taken to resolve the complain

We pledge to handle all complains in a professional manner. We will be investigating and acting upon our findings. A manager will respond in writing or by telephone as quickly as possible. If the manager cannot resolve a complaint to the satisfaction of all parties, the manager will escalate the complaint to upper management progressively up the chain of command until a successful resolution is found.