



Independent Healthcare Staffing, Inc

~ Of Nurses, For Nurses, By Nurses ~

COMPLAINTS

Directions for Completion of a Complaint Report

INDEPENDENT HEALTH CARE STAFFING

Rev. 1/05/2011

1. Person voices / documents a complaint.(Complaint form can be found online or requested through the office)
2. IHS Representative receives copy of complaint report.
3. IHS Representative reviews complaint and contacts other parties involved within 72 hours.
4. IHS Representative sends copy of complaint report to all other parties involved.
5. IHS Representative receives all complaint reports back and reviews all documentation.
6. IHS management reviews all information and conducts research for any unanswered questions.
7. IHS management formulates a resolution.
8. IHS management shares resolution with traveler and client. Gets input on resolution.
9. IHS management institutes resolution in fairness to all involved. Creates documentation for all parties to sign.
10. IHS management documents in database file and adds to paper file for future use, if necessary.

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COMPLAINT REPORT

Revised 02/2011

Reporter's Name: _____ Department: _____

Hospital: _____

City: _____, State: _____

<input type="checkbox"/>	Check Above Box is this is an urgent issue needing attention within 24 hours.
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Other involved Party's Name: _____ Department: _____

Date of Incident: _____ Time of Incident: _____

Location of incident (within facility): _____

Please list all others who may be involved in the incident: _____

Was an agency / hospital / incident report completed? (circle one) Yes No

Please document a **DETAILED** report of the complaint -use additional space/paper if necessary):

