Name of Policy:	**Resolution of Patient Complaints**
Policy Number:	3364-104-104
Department:	Food & Nutrition
Approving Officer:	Director, Food & Nutrition
Responsible Agent:	Director, Food & Nutrition
Scope:	Food & Nutrition

THE UNIVERSITY OF TOLEDO 1872

Effective Date: **6/1/2008**
Initial Effective Date: 7/2002

_____ New policy proposal
_____ Major revision of existing policy
_____ Minor/technical revision of existing policy
__X__ Reaffirmation of existing policy

(A) Policy Statement

Food & Nutrition Services will document, resolve, and trend patient complaints.

(B) Purpose of Policy

To provide quality service to our patients in order to maintain a high patient satisfaction.

(C) Procedure

1. Each employee is responsible for resolving patient complaints at the point of service. If unable to resolve, refer all patient complaints to the Food Service Supervisor/Manager on duty.
2. Supervisor/Manager will investigate and resolve the complaint.
3. The complaint and resolution will be documented on the Patient Food Service Log, Incident Reports or on Patient Satisfaction Surveys.

Approved by:

Charles Harrison 6-6-08
Charles Harrison Date
Director, Food & Nutrition

Review/Revision Completed By:
Food & Nutrition

Review/Revision Date:
8/02
5/05
6/2/2008

Next Review Date: 6/1/2011

Policies Superseded by This Policy:

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.