

MEMORANDUM

TO: All Volunteers and Volunteer Applicants

FROM: Marianne Monek, Director, Volunteer Service & Patient Relations

SUBJECT: Complaints and Grievances Process

DATE: September 13, 2017

All Volunteers are asked to read the attached memorandum regarding Sibley's Complaints and Grievances policy. Volunteers are expected to be aware of the importance of reporting all patient complaints in accordance with hospital procedures. **Volunteers are not expected to resolve patient complaints.** In the event that a patient or patient's representative makes a complaint to a Volunteer, the Volunteer should ask a staff member in the vicinity to intervene. Any such occurrence should also be brought to the attention of the Director of Volunteer Service and Patient Relations.

Please sign and return the acknowledgement page attached to this memo at your earliest convenience (the memo is yours to keep).

Feel free to contact the Volunteer Office at (202) 537-4485 if you have any questions.

Complaints & Grievances Process

Policy #0325-25

Patients and their representatives have the right to complain to:

- Hospital representatives
- Joint Commission
- DC Department of Health

Your responsibility is to:

Notify and involve the Director of Volunteer Service & Patient Relations. If after 4:30 pm on weekdays, weekends, or holidays, please call extension 4267 to leave the information for the Patient Relations Director. If the complainant would like to speak with someone immediately, please call the operator (dial "0") and ask to speak with the nursing coordinator.

Signature: _____

Name (print): _____

Date: _____