



Patient Complaints and Grievances Policy

Purpose:

To provide a clear, transparent, and accessible process for patients to express complaints or grievances regarding their care and to ensure that these concerns are addressed promptly and professionally.

Patient Rights

- Patients will not be discriminated against or penalized for filing a complaint or grievance.
- All complaints will be treated confidentially to the extent possible, consistent with the need to investigate the concern and take corrective action.

Procedure for Filing a Complaint or Grievance

- **Contact Person:** Patients can report complaints or grievances directly to the Office Manager, the designated contact person for patient concerns.
- **Phone Number:** Patients can reach the Office Manager at **615-866-9639** to file a complaint or express any grievances.
- **Written Complaints:** Patients may also submit written complaints via mail to the following address:
Cutting Edge Foot and Ankle Clinic
3443 Dickerson Pike, Unit 310
Nashville, TN 37207
Or via email at info@cefootandankle.com
- **In-Person Complaints:** Patients are welcome to report their concerns in person at the clinic reception desk.
- All complaints and grievances will be acknowledged within 3 business days of receipt.
- A full investigation will be conducted within 10 business days.
- The Office Manager will communicate the findings and resolution to the patient, family member, or caregiver who filed the complaint.
- Complaints will be reviewed by the clinic's leadership and relevant staff members.
- If the grievance involves clinical care, it will be reviewed by the appropriate medical personnel.
- Corrective actions will be taken to resolve the issue and prevent recurrence.