PURPOSE:
To effectively hear and respond to the needs and concerns of our customers.

POLICY:
Customers can express their concerns by:
   1. Speaking with a Watkins Health Services (WHS) employee.
   2. Submitting a written statement.
   3. Completing a RISE Customer Satisfaction survey on the website

PROCEDURES:
1. WHS will attempt to resolve any verbal or written complaints at the level closest to the concern at the time the complaint is made.
2. If the complaint can not be resolved, appeal should be made to the next supervisory level within one business day.
3. Within WHS the chain of appeal will be:
   Employee
   ↓
   Supervisor
   ↓
   Director/Chief of Medical Staff (Clinical Issues) or Associate Directors (Non-Clinical Issues)
4. If the complaint is not resolved through WHS processes and is non-medical in nature, the complainant can access the formal grievance procedure by contacting the Office of the Vice Provost for Student Success within six (6) months of the original complaint.
5. Appeals of the Decision of the Vice Provost for Student Success shall be made in writing to the University Judicial Board no more than thirty (30) class days after the aggrieved party has been advised in writing of the decision of the Vice Provost for Student Success.
6. All Watkins Health Services supervisory and administrative personnel will maintain a complaint log (AD-503-1) by fiscal year. The completed log will be submitted to administration no later than July 15th of each year.
7. The complainant may seek assistance at any time in the process from the University Ombuds Office by following the policies and procedures related to that office.

REFERENCES:
This document is on file with the KU Policy Library.