

Client Grievance Procedure

The purpose of the Client Grievance Procedure is to provide a clear and fair process for clients to express concerns, complaints, or grievances regarding any aspect of their care or service at Hemophilia of Georgia. We are committed to resolving issues in a timely, respectful, and efficient manner.

How to File a Grievance

Clients or their representatives who wish to file a grievance may do so through the following methods:

- **Online:** You can submit a grievance through our website at hog.org
- **Email:** Send an email to feedback@hog.org with details of your concern.
- **Phone:** Call 770-518-8272 to leave a recorded message
- **In Person:** You may speak with a staff member, or you may request to speak with the Compliance Officer.
- **Mail:** You can send a written grievance to:
Compliance Officer at Hemophilia of Georgia
8607 Robert Drive Suite 150
Sandy Springs, GA 30350

Please include the following information when filing a grievance:

- Client name and contact information
 - A detailed description of the issue or concern
 - Date(s) of the occurrence(s)
 - Names of any staff involved, if applicable
-

Acknowledgment of Grievance

- Grievances will be acknowledged within 5 business days of receipt.
 - A response will be provided within 14 days. If this timeline is not achievable, the client will be informed of the delay and provided with an estimated timeline.
-

Investigation Process

- Upon receiving the grievance, Hemophilia of Georgia will investigate the concern. This may include interviews with staff, a review of medical records, and any relevant documentation.
 - The appropriate department or personnel will conduct the investigation to ensure impartiality and thoroughness.
-

Resolution

- Once the investigation is complete, a resolution will be proposed and communicated to the client or their representative.
 - If the grievance is not upheld, the client will be informed of the reasons for the decision.
-

Follow-Up

- After the resolution, a follow-up will be conducted with the client.
 - If the client remains unsatisfied, further review or appeal options will be provided.
-

Appeal Process

If a client feels that their grievance has not been resolved, they may:

- Escalate the matter to the appropriate regulatory or oversight body, depending on the nature of the grievance.
-

Confidentiality

All grievances will be handled confidentially in accordance with HIPAA regulations and any other applicable privacy laws. Client information will be protected throughout the process.

Non-Retaliation

We ensure that no client or family member will face retaliation or discrimination for filing a grievance. All complaints are treated with respect and attention.

At Hemophilia of Georgia, we value client feedback and are committed to improving our services. We encourage clients to voice any concerns, and we strive to ensure that all grievances are addressed appropriately and resolved in a timely manner.