

Region 5 Systems

Network Management Policies

Effective: 4/99

Revised: 7/01/16

■ Complaint Reporting Policy

Network Providers are required to develop and maintain complaint filing policies and procedures specific to their agency. Consumers of individual Network Providers shall first access these procedures to address grievances and complaints. If a consumer is not satisfied with the outcome of the Network Provider's decision, the consumer shall have the right to file a formal complaint with Region 5 Systems.

All Network Providers shall be required to report consumer complaints to Region 5 Systems on a quarterly basis, utilizing the "Complaints, Appeals, and Critical Incidents" document.

See corresponding procedures for "Complaint Reporting"