**Grievance Process at Birmingham Surgery Center**

To promote quality patient care, these procedures have been established for documenting, reporting and responding to patient or visitor grievances about the quality of medical services or patient care.

**Grievance Process:**

1. All allegations of patient or visitor grievances will be thoroughly documented and investigated.
2. Once a grievance is reported, the center will send an acknowledgement letter within 7 days of the notification. It will include the name and telephone number of the facility contact person and the time-frame for which a resolution letter will be sent.
3. A letter of resolution will be sent within 30 days from the acknowledgement letter.

To make a comment, file a complaint or make a suggestion, please ask to see the individual listed below.

 Martha Otts, Administrator