

NORCAL SPECIALTY SURGERY CENTER

GRIEVANCE POLICY AND PROCEDURES

Definition: A grievance is any complaint or dispute expressing dissatisfaction with any aspect of the operations, activities or behavior of a provider or staff member at this facility, regardless of whether remedial action is requested.

The grievance must be filed either orally or in writing no later than **60 days** after the triggering event or incident precipitating the grievance. This alleged action has the impact of imposing on the individual, his or her legal rights. An affirmative action and equal opportunity grievance alleges that this action caused the complainant to be treated differently on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, veteran status, sexual orientation, gender identity and expression or genetic information in violation of federal or state laws.

If you need to file a grievance, please submit it in writing to Teresa Carroll, (Office Manager) or Calei Ruggels (Director of Nursing).

Norcal Specialty Surgery Center
730 Bennett Valley Road
Santa Rosa, Ca 95404
(707)396-5200

OR you may contact CMS: (800)633-4227 Website: <http://www.medicare.gov>

