

## Westchester Digestive Disease Group, LLP

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### **PATIENT COMPLAINT AND GRIEVANCE POLICY**

The physicians and staff at the Westchester Digestive Disease Group, LLP strive to provide high quality care and services. From time to time, patients are unhappy with some aspect of the care or services provided. If you are unhappy or dissatisfied, we ask that you first bring it to the attention of a staff member. If he/she is unable to resolve the issue to your satisfaction, you may speak with the nurse manager.

All formal complaints will result in an investigation of your concerns and you will be notified of the outcome. Complaints are generally reviewed and resolved promptly.

You may make a complaint verbally in person or by phone (914-969-1115) or in writing to Westchester Digestive Disease Group, LLP, Att: Nurse Manager, 469 North Broadway, Yonkers, NY, 10701.

Complaints regarding patient rights, patient safety or quality of care related to services provided in the **Endoscopy Procedure Room only** may also be made to The Joint Commission at 800-994-6610.