

You HAVE A VOICE...AND WE ARE LISTENING!

COMPLAINTS • GRIEVANCES • COMPLIANCE CONCERNS

Bayless Integrated Healthcare provides a way for all members of the public, patients, clients and employees to report complaints, grievances.

WE ARE COMMITTED TO:

- Providing a fair, fast, and objective review of your complaint or grievance
- Have your complaints and grievances responded to quickly, kindly, and efficiently

HOW DO I REPORT A COMPLAINT OR GRIEVANCE?

IN PERSON: Speak with any Bayless employee regarding your concern

EMAIL: Complaints@baylesshealthcare.com

MAIL:
Bayless Integrated Healthcare
Attn: Compliance Officer ONLY
3620 N. 3rd Street
Phoenix, AZ 85012

COMPLIANCE HOTLINE: 602.314.5189

The Compliance Hotline is voice message ONLY and *has no caller ID*. All calls are anonymous unless you choose to leave your name or contact information to aid in investigation follow-up.

WHEN CAN I EXPECT TO HAVE MY COMPLAINT OR GRIEVANCE RESOLVED?

Bayless Integrated Healthcare will follow current internal policies for complaint, grievance, and compliance concern resolution. All attempts will be made to resolve complaints within 2 business days. However, if additional investigation is required, it may take up to 30 days before a written response is mailed to you.