

Patient Grievance and Complaint Process

All Care Therapies is committed to providing respectful, high-quality care. If you have a concern, we encourage you to share it so we can address it promptly and fairly.

How to Submit a Grievance

You may file a grievance or complaint in any of the following ways:

- **In person** with any staff member
- **By phone**, requesting a supervisor or Compliance
 - Anonymous line: (855) 507-8212
- **By email**
 - compliance@allcaretherapies.com
- **Through the client portal** (scan QR code)



- **In writing**, using a complaint form (available on request)

You may share as much detail as you feel comfortable. Verbal and written concerns are both accepted.

What Happens Next

Once your concern is received:

- . **Acknowledgment**
A team member will confirm receipt and verify your preferred contact method.
- . **Review & Investigation**
The appropriate department will review relevant information, which may include chart notes, staff statements, billing or scheduling records, and applicable policies.
- . **Resolution**
We will follow up to share findings, clarify steps taken, and provide any next steps or recommendations.

Appeals

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If you are not satisfied with the outcome, you may request an **appeal** for a secondary review by leadership or the Compliance Department.

Confidentiality

Your privacy is important. All concerns are handled respectfully and confidentially in accordance with applicable laws.

No Retaliation

Filing a grievance will **not** affect your care. We encourage open communication and value every opportunity to improve.

If you need assistance submitting a grievance or completing a form, please notify any team member. We are here to help.