

Grievance / Complaint Log

One form per incident — intake, investigation, and resolution — plus a monthly rolling log, for the **Grievances / complaints** metric (PSN metric, monthly cadence) in the Dialysis Center QAPI vs. CQI field manual, Section 6.8.



W.G.M. Rivero MD
FPCP · DPSN
Nephrology
renalcarematters.com

7 Categories tracked, matching the intake checklist	3 Pages — intake & investigation, then the monthly rolling log	Monthly Rollup feeds the QAPI Scorecard's grievance line
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1 How to Use This Log

1 · Intake Open one intake form (below) the day a grievance or complaint is received — verbal or written.	2 · Investigate Complete the investigation & resolution page (page 2) before the case is closed.	3 · Roll Up Transfer date, category, severity, and status to the monthly log (page 3) and total it for the Scorecard.
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A **grievance** is any expression of dissatisfaction — about care, staff, scheduling, billing, or the environment — that a patient, family member, or caregiver wants addressed, whether or not it is put in writing. Log every one, including those resolved on the spot; the count and resolution time are what the QAPI dashboard tracks, not just the unresolved ones.

2 Category Legend

Clinical Care
 Scheduling / Wait Time
 Staff Communication
 Billing / Financial
 Facility / Environment
 Transportation
 Other

3 Incident Intake

DATE RECEIVED _____	TIME _____	PATIENT INITIALS (NO OTHER PERSONAL HEALTH INFORMATION (PHI)) _____	RECEIVED BY _____	HOW RECEIVED <input type="checkbox"/> Verbal <input type="checkbox"/> Written
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Category (check all that apply)

<input type="checkbox"/> Clinical Care	<input type="checkbox"/> Scheduling / Wait Time	<input type="checkbox"/> Staff Communication	<input type="checkbox"/> Billing / Financial
<input type="checkbox"/> Facility / Environment	<input type="checkbox"/> Transportation	<input type="checkbox"/> Other: _____	

Severity — **Low** routine dissatisfaction, no harm · **Medium** care/process concern, no lasting harm · **High** alleged harm, safety concern, or regulatory/legal exposure — escalate to the DCH the same day.

<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High — notify DCH same day
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Description, in the patient's / complainant's own words

Immediate action taken at intake (if any)

4 Investigation

Findings / root cause (use the Fishbone or "5 Whys" from Section 7 of the field manual for anything beyond a simple fix)

INVESTIGATED BY _____	DATE COMPLETED _____	ESCALATED BEYOND UNIT LEVEL? <input type="checkbox"/> No <input type="checkbox"/> Yes — to: _____
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5 Corrective Action & Resolution

Corrective action taken (system fix, not just an apology — what changes so this doesn't recur?)

RESOLUTION DATE _____	DAYS TO RESOLVE _____	PATIENT / COMPLAINANT NOTIFIED? <input type="checkbox"/> Yes <input type="checkbox"/> No	SATISFIED WITH RESOLUTION? <input type="checkbox"/> Yes <input type="checkbox"/> Partial <input type="checkbox"/> No
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Feeds the Scorecard & the CQI engine

Every closed case here adds to the "Grievances this month / resolved" line in Section 6.8 of the QAPI Scorecard. A cluster of grievances in one category (e.g. three "Scheduling / Wait Time" cases in a month) is itself a **special-cause signal** — open a Plan-Do-Study-Act (PDSA) charter or take it to the fishbone in Section 7, don't just close the individual cases.

INVESTIGATED BY	REVIEWED BY (DCH)	DATE CLOSED
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Educational data-collection aid. Not a validated accreditation instrument or a substitute for your PSN/DOH-required grievance documentation.

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UNIT / FACILITY NAME _____	REPORTING MONTH _____	PREPARED BY _____
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6 Monthly Rolling Log *(one row per case this month)*

DATE	CATEGORY	SEVERITY	STATUS	DAYS TO RESOLVE	NOTES

7 Monthly Trend Summary

METRIC	THIS MONTH	NOTE
Grievances received	_____	count
Grievances resolved	_____	= entries with a resolution date
Still open at month-end	_____	carry forward; flag if > 30 days
Mean days to resolve	_____	trend down
Most frequent category this month	_____	candidate for a PDSA / fishbone
High-severity cases	_____	each reviewed at DCH level

Ready for the Meeting

- Every case this month has an intake & investigation page
- All closed cases have a resolution date
- High-severity cases reviewed with the DCH
- Monthly totals transferred to the QAPI Scorecard
- Category clusters flagged for PDSA / fishbone review
- Open cases carried to next month's log

Next step — run the meeting
 Type these totals into the **Dialysis Unit QAPI Scorecard** (renalcarematters.com/guides/calc-dialysis-qapi-scorecard.html), then bring any category cluster or high-severity case to the **Monthly CQI Meeting Walkthrough** (renalcarematters.com/guides/calc-qapi-meeting-wizard.html) for discussion and, if warranted, a PDSA charter.

Educational data-collection aid. File this log alongside your PSN/DOH-required grievance documentation. Does not replace your facility's formal grievance-resolution policy.