

<p style="text-align: center;">SLEASMAN STUDENT HEALTH SERVICES</p> <p style="text-align: center;">Niagara University</p>	<p style="text-align: center;">PROCEDURES & GUIDELINES</p> <p style="text-align: center;">Suggestions, Complaints, and Grievances</p>	<p style="text-align: center;">Review History</p> <p>Data Initiated: 1996</p> <p>Last Revision: 4/2007,6/2010</p> <p>Date(s) Reviewed/Revised: 6/2012</p>
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Guidelines: The NU Student Health Center staff feels that it is essential that patients have the opportunity to voice suggestions, complaints, and grievances they have regarding health services and the Student Health Center. Students who have concerns should follow one of the following options.

Specifics:

1. *Patient Satisfaction Survey:* All students seen at SHS for a scheduled appointment will receive a patient satisfaction survey the day of their visit at 4:30. Surveys are sent directly to a student's NU e-mail account electronically. Students are encouraged to provide visit feedback through the use of this survey.
2. *Time of visit:* Clinical or visit concerns should be addressed directly with the health provider at the time of the visit. If this is not possible, it should be communicated to the Director of Health Services or fellow clinic staff. If resolution of problem is not achieved at the level of clinic directorship, students should be referred to the Vice President for Student Affairs for assistance.
3. *Notifying the Director of Health Services:* Non-clinical matters may be communicated to the Director of Health Services via
 - Health Services e-mail (health@niagara.edu)
 - Direct meeting request
 - Letter to director of health services
 - Telephone call to director @ 716-286-8390
4. All suggestions/complaints will be taken seriously and investigated fully.
5. Persons initiating the suggestion/complaint will be informed of results that they bring forward, should they provide their contact information.
6. Anonymous concerns or third party concerns will be investigated within the context of patient confidentiality and the rights of the health provider to know the full nature of a complaint.