	Policy #: 16.11
SUBJECT: Patient Complaints	Effective: Dec 2006 Updated: February 2019
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Patient Complaints

Purpose: To define the method for filing patient complaints as required by the Section 900.12 (h) of the Mammography Quality Standards.


Procedure: Handling of complaints will proceed as follows:

- A. Patient complaints made in the facility will be directed to the manager.
- B. If the manager is unable to resolve the issue to the patient's satisfaction, the complaint will be forwarded to the Director of Radiology.
- C. If the patient's complaint remains unresolved, the matter will be forwarded to the patient relations office so that the patient's complaint receives formal review.
- D. Documentation of the patient's complaint and the events that lead to it will be maintained in the administrative office for no less than three years.
- E. If they are not satisfied, they should ask the facility for the name and phone number of the contact person at their accreditation body. If they contact the accreditation body and still are not satisfied, they can contact the U.S. Food and Drug Administration or the FDA-approved Certification Agency.

FDA Contact Information

Division of Mammography Quality Standards
Office of In Vitro Diagnostics and Radiological Health
Center for Devices and Radiological Health
10903 New Hampshire Avenue
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MQSA Hotline 1-800-838-7715

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