

**STATE OF CONNECTICUT
DEPARTMENT OF PUBLIC HEALTH**

**PROCEDURE MANUAL
ADMINISTRATION BRANCH & OFFICE OF COMMUNICATIONS**

Name of Procedure:	Handling Complaints from Providers
Procedure Number:	ADMIN & OFFICE OF COMMUNICATIONS 14-0002
Prepared By:	Administration Branch & Office of Communications
Date Prepared:	5/13/2014
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Forms and Attachments:	

Overview:

The Department of Public Health is establishing the procedures outlined below to ensure that all concerns, complaints, comments or remarks from contract providers are properly reviewed and addressed by the Department. The following steps will be followed:

Procedures:

- Providers send concerns, complaints, comments or remarks by e-mail (dph.communications@ct.gov) or letter to William Gerrish, Director, Office of Communications, 410 Capitol Avenue, MS# 13CMN, P.O. Box 340308, Hartford, CT 06134-0308
- The Office of Communications will send all correspondence regarding provider complaints to the Chief, Administration Branch.
- The Administration Branch will maintain a log of complaints that include the date received, assigned number, and the date forwarded to the Chief, Administration Branch.
- The Administration Branch will communicate with the provider to confirm receipt of the complaint and the assigned complaint number.
- The Chief, Administration Branch will review concerns, comments or remarks and distribute to the appropriate Program Manager or Branch Chief for a response or may respond independently.
- The DPH Commissioner's Office will be kept apprised of the receipt and the Department's response.