

GrapeTree Medical Staffing, LLC wishes to ensure all of our customers are aware of our Complaint/Grievance process. We are dedicated to providing you with a procedure that will best meet your needs and impart a fair system for all parties involved.

Below is an outline of our Complaint/Grievance Process:

- ❖ If a customer or employee is not satisfied with GrapeTree in any way, they are to notify any member of GrapeTree Medical Staffing, LLC of the occurrence as soon as possible.
- ❖ Personnel accepting the complaint will complete the [Complaint/Grievance Form](#) and attempt to resolve the issue.
- ❖ If the issue is not resolved during the initial call, the Human Resources Department or Department Manager will initiate interviews within two business days with all parties involved to gather information concerning the incident.
- ❖ A resolution of our actions will be communicated as quickly as possible to the employee and/or facility.
- ❖ If the issue is not resolved to the complainants' satisfaction they may escalate their concern to the CEO for further consideration.
- ❖ If warranted, appropriate disciplinary actions will be communicated to the offender.
- ❖ Depending on the severity of the action, the licensing/certification agent for the Healthcare Professional may be notified.
- ❖ Termination may occur if a major infraction or violation of any regulations set forth by Federal, State, local, facility or GrapeTree occurs (i.e. OSHA, State Boards of Nursing, Company Polices, etc.).

Although we hope it will not be necessary for you to contact us regarding a complaint or grievance, if you do, we can be reached at 712-336-0800 or complaint@grapetree.com