Complaint Investigation & Resolution

Purpose: This policy is provided as a means to receive, investigate, and resolve complaints regarding licensees falling under the purview of the Medical Control Authority.

1. **Complaint Defined**
   For the purpose of this policy, a complaint shall be defined as an inquiry regarding the efficacy or quality of provision of medical care by any licensee within the jurisdiction of the Medical Control Authority. A licensee is defined as an individual or an agency (fire department, rescue squad, life support agency, etc.) holding a valid State of Michigan Medical First Responder, Emergency Medical Technician, Specialist, Paramedic, or agency licensed to operate within the Medical Control Authority service area. Said individual licensee shall be an employee of a provider licensed to operate within the Medical Control Authority.

2. **Criteria**
   All complaints, to be considered for action by the Medical Control Authority, shall meet the following criteria:

   A. A complaint may be verbally or in writing. Verbal complaints shall be transcribed and signed by the complainant. Hearsay or "second hand" complaints may not be accepted or investigated by the Medical Control Authority.
   B. The complainant must provide the Medical Control Authority with his/her name, address, and telephone number. A request for anonymity by a complainant may be considered but shall be honored only upon approval by a majority vote of the Medical Control Authority. In no case will the Medical Control Authority accept or investigate a complaint where the complainant has not made his/her identity known.
   C. The complaint must be directed toward a licensee within the Medical Control Authority and upon the medical practice of that licensee.

3. **Complaints Not Considered**
   Complaints directed toward the conduct of a licensed individual exclusive of medical practice or actions bearing upon medical practice shall not be accepted or investigated. Complaints regarding conduct of a licensed individual exclusive of medical practice or actions bearing upon medical practice shall be referred to the employer of the licensee. Complaints directed toward a licensee acting while employed by an agency outside of the jurisdiction of the Medical Control Authority shall not be accepted or investigated.

4. **Receipt of Complaints**
   Any licensee may receive a complaint. Upon receipt of a complaint, a licensee must forward same to a member of the Medical Control Authority. Upon receipt of said complaint, the receiving member shall notify the Medical Control Authority Chair who shall forward same to the person(s) charged with complaint

investigation. The chair shall provide the complainant with written acknowledgement of receipt of the complaint as soon as practicable.

5. Investigation of Complaints

Upon receipt of a complaint, which meets the criteria of this policy, the chair of the Medical Control Authority shall notify, in writing, the subject licensee that a complaint has been received and provide the licensee with a copy of the initial complaint document.

6. Documentation

The documentation of the investigation of a complaint shall include the following:

A. The name, address, and telephone number of the complainant
B. A copy of the stated complaint
C. The date and time of the receipt of the complaint
D. A copy of the complaint acknowledgement
E. A copy of the notice to the subject licensee
F. A copy of the pertinent protocol(s) and/or policy(ies)
G. Written statements of witnesses including notes from telephone interviews
H. Copies of pertinent reports; copies or transcriptions of audio tapes; copies of other pertinent documents

7. Complaint Review

A complaint shall be reviewed at a special meeting called for that purpose. An agenda shall be published and adhered to. The subject licensee shall be provided with copies of all documentation gathered regarding the complaint prior to a review meeting. The subject licensee may request a postponement, of up to thirty (30) days, of a special meeting in order to prepare his/her response to the complaint. The subject licensee must submit a copy of all supporting documentation to the Medical Control Authority at least one week prior to the review meeting.

A. The following steps shall be taken in the complaint review process:
   a. The violation of policy or protocol shall be defined.
   b. The impact on patient outcome will be evaluated
   c. The subject licensee shall be given time to speak on the issue of the complaint including the opportunity to present supporting documentation
   d. Counseling, remedial, and/or disciplinary action shall be considered and/or ordered as deemed appropriate by a majority vote of the Medical Control Authority.
B. The complainant shall, to the extent allowed under confidentiality statutes, be notified of the outcome of the complaint review process. The employer shall be notified if one of their employees has their privileges suspended or revoked.