



# THE POSTPARTUM STRESS CENTER

1062 Lancaster Avenue, Suite 2 • Rosemont, PA 19010 • 610.525.7527 • [postpartumstress.com](http://postpartumstress.com)

## PROCEDURE FOR COMPLAINT AND GRIEVANCE MANAGEMENT

*The Postpartum Stress Center works hard to provide services that meet your satisfaction in every way possible. Our goal is to provide clinical excellence in every aspect of our practice. In the event that you have a complaint about any service you have received at The Postpartum Stress Center please follow the procedures listed here:*

1. The client will initiate the grievance procedure by sharing a concern directly with their therapist.
2. The therapist will attempt to address and resolve the issue to the client's satisfaction. If the issue is resolved, no further action is indicated.
3. If the issue is not resolved, the therapist will inform his or her supervisor who in turn initiates an investigation of the reported conflict within three (3) working days of receipt of the complaint.
4. The therapist informs the client that this is being brought to their supervisor's attention, that the client's confidentiality will be protected, and that every attempt will be made to resolve the complaint.
5. After discussing with the therapist, the supervisor will speak with the client in an attempt to resolve the complaint, offering to meet with the client if indicated. The supervisor ensures client confidentiality is protected.
6. If there is no verbal resolution of the alleged complaint, the client will be asked to put their complaint describing the incident in writing, signed, dated and emailed or mailed to Karen Kleiman, owner and executive director of The Postpartum Stress Center.
7. Complaints will be reviewed by Ms Kleiman who will then speak with the client in an attempt to resolve the difficulty, offering to meet with the client. All client confidentiality will be protected.
8. All therapists will attend team meeting which carefully review and reinforce these procedures.
9. Record of all grievances and outcomes will be maintained in the client's file.