

Iowa County, Iowa
Policy Manual

Title: External Complaint Procedure	Reference #: AMB 1064
Section:	Date Effective/Revised: 9.15.23
Department (s): Ambulance	Approved By: Board of Supervisors

External complaints include but are not limited to those from a: patient, patient's family, member of the public or other responding service. The medical director will be included if the complaint involves patient care.

Formal complaints shall be reported in writing or email to the service director.

An investigation of the complaint will be initiated by the service director if appropriate.

Documentation of the complaint, investigation, and resolution will be saved electronically.

The terms of the resolution and any operational revisions made as a result of the complaint will be shared with the individuals involved.