

PROCESS FOR PATIENT SUGGESTIONS AND GRIEVANCES

1. Suggestions and grievances will be directed to the office manager, Doris Cathey, FAX: 501-224-0447, E-Mail: dcathey@drsuzanneye.com, Address: 12600 Cantrell, Little Rock, AR. 72223.
2. The suggestions and grievances must be in writing.
3. The written suggestions and grievances must identify the problem clearly.
4. The written suggestions and grievances will then be discussed with Dr. Yee and any other staff involved by the office manager.
5. A decision will be made as to what course of action to take at this point.
(Depending upon the nature and severity of the problem, a meeting to discuss the problem may be necessary)

It is the policy of the office of Dr. Suzanne Yee to remedy patient grievances to the satisfaction of all parties involved.