



## CASEC Activity Complaints Policy and Procedure

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### Objective of the Policy:

To outline the standards and procedure for the Patcha Foundation to follow in receiving and dealing with complaints/grievances, and for participants to understand that all complaints will be investigated and addressed without reprisal, discrimination or unreasonable interruption of care or services provided by the Foundation.

To manage complaints so that quality standards are maintained for participants of CASEC activities, their families, or advocates, and that their rights are protected in a manner that complies with all regulations, standards and relevant laws.

To ensure that all complaints /grievances are addressed in the most diligent and appropriate manner, and that there is consistency in the handling of complaints.

### Definitions:

In this policy a complaint means an expression of dissatisfaction by a participant of CASEC activities, their families, or advocates. A complaint can relate to almost any aspect of the related CASEC activity, such as quality of service provided, timeliness or responsiveness of services, fees or other charges where applicable.

**CASEC – Cancer Awareness, Screening/prevention, Early detection and Care**

### Application of policy:

At the start of the CASEC activity, participants will receive verbal or written information on where to locate this policy and how to file a complaint.

All volunteers at the CASEC activity will also be oriented on how to address and document each participant's complaint, and, if possible, resolution.

All Patcha Foundation officers will be oriented annually on how to address and document each participant's complaint, and, if possible, resolution.

Complaints may be initiated by anyone: in person, by mail, by email or telephone, and can be anonymous, and may be formal or informal.

The Participant may not be subjected to restraint, interference, coercion, discrimination or reprisal as a result of filing a complaint.

Complaints will be dealt with promptly, confidentially, and without retribution

**Dealing with complaints:**

1. You, the participants is encouraged to come forward with complaints without fear of intimidation or bias treatment.
2. The Patcha Foundation will deal with complaints in a supportive way, without intimidation or bias of any person connected with the complaint, and will maintain confidentiality when conducting investigations into complaints, grievances and disputes.
3. The Patcha Foundation encourages an impartial and fair environment, and seeks to prevent and resolve complaints at all CASEC activities.
4. Participants have the right to appoint a representative or access an advocate of their choice at any time during the complaints resolution process.
5. All complaints will be acknowledged no later than 5 days after receipt, investigated and a response provided within 30 calendar days.
6. All complaints will be recorded and filed, as well as the actions taken and the outcomes of the complaint.

**Appeals Process:**

1. The complainant has the right to appeal the Foundation's decision.
2. The complainant can request a review of the complaint by the State of Maryland's Consumer Protection Division of the Attorney General's office. If a complaint is being investigated by a relevant federal, state or other consumer or law enforcement agency, the Foundation may cease to take further action in relation to the complaint pending finalization of their investigation. However, the Foundation will provide any needed assistance to the investigating agency.

**Complaint Forms:**

1. Complaint Forms can found online at <http://patchafoundation.org/links/>
2. Complaint Forms can be submitted by either of these methods:
  - a. By mail – Attention Complaints.  
2901 cabin Creek drive, Burtonsville, MD 20866
  - b. By email – Subject Complaints.  
[casec@patchafoundation.org](mailto:casec@patchafoundation.org)
  - c. By phone – Subject Complaints.  
301 850 2991 (leave a detailed message including your name and contact information)