

### **Complaint Resolution Protocol**

In DMR's ongoing efforts to systematically improve the level of service and manner in which we provide you our services, we have system for resolution of complaints in accordance with HCFA Medicare DMEPOS Supplier Standards and The State of Florida 400.934.

DMR welcomes your comments and suggestions and views them as opportunities to improve our overall level of service. You have the right to freely voice grievances/complaints and make recommendations/suggestions regarding care and/or services without fear of reprisal or unreasonable interruption of service.

Please contact our Office Manager at (305) 666-9911 or (800) 851-0312, ext. 201 to make a complaint or suggestion.

Your complaints/suggestion will be logged (in the required complaint Log Book) and an Incident Report will be issued by The Office Manager and mailed to you within 24 hours of receipt of complaint. The incident report will describe the incident/complaint or suggestion, describe steps taken to correct it and allow you an opportunity to suggest or request additional steps you would like taken to further correct the matter.

If after this process is completed you are not satisfied, please ask to speak with The Vice President of Operations and/or President. If your complaint remains unresolved, you may contact The State at (800) 962-2873.

DMR has an ongoing monitoring system of this policy.

**dmrcorp.com**

**CORPORATE 800 851-0312 • 305 666-9911 • FAX 305 666-9911**