



FAMILY COMPLAINTS/CONCERNS POLICY

Policy# 24-0318-2 Complaints/Concerns Policy **Total pages=** 1

Purpose: To have available a policy that describes how concerns and/or complaints from families are handled.

Justification: It is necessary to have a policy that deals with the proper handling of questions/concerns and/or complaints that families have.

Policy:

1. All questions/concerns that family members or concerned parties have reference a death investigation must be addressed immediately.
2. The investigator that receives the complaint or question will get all important information from the caller/reporter.
3. If necessary, any disposition of the body must be placed on hold until the concerns are addresses appropriately
4. The receiving investigator will forward the information to the lead investigator for that death investigation who will immediately contact the caller/reporter to address the concerns/questions.
5. If the caller/reporter isn't completely satisfied with the explanation, then the coroner will be notified to make contact with the caller/reporter.

This policy/procedural guide has been approved and is in effect until further notice:

Ben Trotter DO

03/18/2024

Benjamin Trotter, DO, Coroner

Date