newvista

CUSTOMER COMPLAINT & GRIEVANCE HOTLINE

WE BELIEVE CLIENTS SHOULD BE HEARD AND NEW VISTA IS HERE TO LISTEN. IF YOU HAVE A QUESTION OR CONCERN ABOUT THE SERVICES YOU RECEIVE, WE WANT TO KNOW. NEW VISTA WILL TREAT YOUR CONCERN WITH RESPECT AND ENSURE YOUR QUESTIONS ARE ANSWERED.

COMPLAINT STEPS FOR CLIENTS

1. If you have a concern, discuss it with the staff you're working with first or a Clinic Director. The **Clinic Director for this office is**
   LIST NAME HERE, phone 555.555.5555
2. If you do not wish to bring your concerns to staff, you may contact the Director of Quality Improvement call **1.855.727.8701** or send a letter to 1351 Newtown Pike, Lexington, KY 40511.
3. The director or designee will assist in resolving your concerns.
4. If a satisfactory resolution cannot be reached you may appeal to the President/CEO and if still not satisfied to the Board of Directors.
5. If you do not wish to take the above steps you may contact the Kentucky Cabinet for Health Services Office of Ombudsman at 866.596.6283, or 209 St. Clair Street, Frankfort, KY 40601, or email kyombud@ky.gov.
6. You may also contact the Joint Commission at 1.800.994.6610 or JCIQuality@jcrinc.com.

CORPORATE COMPLIANCE HOTLINE

New Vista is committed to high standards of ethics and compliance. All staff acknowledge and agree to abide by code of conduct, ethical standards and conflict of interest policy. Everyone is required to report any suspected or known violations of wrongdoing. There is no retaliation against anyone who raises issues. Staff may report anonymously by calling the compliance hotline at 1.855.727.8702.

CODE OF CONDUCT

Board members, employees, contractors, volunteers and student interns agree to:

- Respect the confidential nature of services and client information
- Respect the individual rights of all clients
- Represent the interests of all clients and not favor interests inside or outside New Vista
- Abide by all policies and procedures approved by the Board of Directors and CEO
- Not use the organization or employment for personal advantage or friends or family

Compliance Concerns *If you have questions or concerns about issues of non-compliance or suspect misconduct, you may call* ***1.855.727.8702****, report online at www.newvista.org or contact the Corporate Compliance Officer at 859.253.1686 extension 4150.*