



PEAKS & PLAINS, INC.
6326 E. TRENT AVE STE A
SPOKANE VALLEY, WA 99212-1220
PHONE 800-585-4201
FAX 800-899-0120
www.peaks-plains.com

PROTOCOL FOR RESOLVING COMPLAINTS

Every customer has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, equipment, and billing complaints will be communicated to management and upper management. These complaints will be documented in the Complaint Log, and completed forms will include the customer name, address, telephone number, and health insurance claim number if applicable, a summary of the complaint, the date it was received, the name of the person receiving the complaint, and a summary of actions taken to resolve the complaint.

Peaks & Plains strives for high quality service and products to all of our customers. However, if the problem cannot be resolved at the time, then each client and customer has the right to file a formal complaint/grievance or concern. They can file a complaint at any time with the person listed on the form or on this notice at any time. A grievance will be acknowledged to the client within 5 calendar days by either telephone, oral, e-mail, fax or letter that it has received the complaint. Within 14 days, the client shall receive written notification to the beneficiary of the results of its investigation and our response.

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone by a manager within a reasonable amount of time after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified progressively and up to the president or owner of the company.

The customer will be informed of this complaint resolution at the time of set-up of service.

The patient may initially notify the following person regarding a complaint:

Laura Morrison at 509-922-1572 8 a.m. to 5 p.m. or
Leigh McNellis, President, at 509-499-9898. After Hours

PEAKS & PLAINS, INC. - RETURN POLICY

Peaks and Plains recommend checking your order immediately upon receipt. If there are any damages to the packaging or to the contents, please let the delivery driver or customer service representative know and make the proper notations before signing for the package or item.

If a return is necessary, the following return policy is in effect:

Receipt required for refund, if no receipt in-store credit only.
Returns accepted on UNUSED products only.
Returns must be received within 14 days from the invoice date.
There will be no credit for items returned after the 14-day purchase.
There will be no credit or refund for shipping charges on order.
Incontinence products must be UNOPENED and unmarked.
Any item worn against the skin cannot be returned if package is opened or product has been worn.
No returns accepted on special orders.
No returns can be accepted on nutritional supplements.
No returns on toileting or bathing equipment.
Returns cannot be accepted on items that have exceeded the expiration date.
A restocking fee of up to 25% could be assessed on some items. Website orders will have freight assessed.

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