



HVERFORD COLLEGE

HEALTH SERVICES

SUGGESTIONS AND GRIEVANCES/COMPLAINTS

Suggestions for the improvement of the Haverford College Health Services are welcome and needed in order for the program to continue to meet student's health and wellness needs.

Students wishing to express suggestions or grievances/complaints may:

1. Make an appointment with the Director of the Health Services to discuss their issue.
2. E-Mail the Health Services Staff or use the on line "suggestions box".
3. Report issue in the Senior Exit Questionnaire or in the Annual Health Services Survey.
5. Discuss issue with the Dean of the College.
6. Staff will complete an incident report if incident may become adverse, and report incident to Human Resources and, as appropriate, to Collaborative Physicians and Medical Director.

All general suggestion and complaints are discussed at the monthly health services staff meeting. Complaints directed at any individual staff member will be discussed in private with the Director of the Health Services. Director will educate staff and advise staff development for corrective action. If that is not agreeable; complaint can then escalate to Dean of Students.