



Joint Commission International Accreditation and Certification Policies
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Complaint Management/Quality Monitoring

Updated 21 June 2018

Complaint Management/Quality Monitoring

The JCI Accreditation Office of Quality and Safety Monitoring triages and reviews complaints, concerns, and inquiries related to accredited organizations and certified program, as received from a variety of sources. These complaints may be submitted by patients, families, and health care practitioners, by governmental agencies in the form of reports, or through information from the media. The term complaint therefore covers a broad spectrum of information received by JCI Accreditation.

Complaint Management Policy for Accredited Organizations and Certified Programs

Purpose. To outline the scope and process for responding to and managing reported quality of care and patient safety complaints (for example. concern, issue or reported event) complaints against JCI-accredited and –certified organizations.

Definitions:

- 1) **Accreditation Complaints:** Complaints regarding JCI Accreditation, in its role as an accreditor, including complaints related to: (i) the accreditation/certification process, which includes, but is not limited to, policies, procedures, survey process, decisions, standards interpretations, and reports; and (ii) surveyor and JCI Accreditation staff performance and/or behavior.
- 2) **Clinical Complaints:** Complaints regarding quality of care and safety of patients in a JCI accredited organizations or certified programs, including complaints related to: (i) patient rights, (ii) care of patients, (iii) safety, (iv) infection control, and (v) medication use and security.
- 3) **Nonclinical Complaints:** Complaints regarding: (i) a JCI-accredited organization or -certified program's compliance with the publicity guidelines, the use of false or misleading accreditation- or certification related statements, and improper use of the Gold Seal of Approval®; (ii) an unaccredited or uncertified organization making false or misleading statements about its accreditation status; and (iii) improper use by an accredited, unaccredited, certified, or uncertified organization of JCI's (and its affiliates') logos, trademarks, and copyrighted materials.
- 4) **Enterprise-Related Complaints:** Complaints regarding other persons or entities within The Joint Commission's (US) enterprise (The Joint Commission and its subsidiaries Joint Commission Resources, Joint Commission International, and Center for Transforming Healthcare), including (i) consultants, (ii) sales representatives, (iii) products, (iv) regional office staff, (v) Joint Commission (US) staff, and (vi) alliances.

Policy. JCI Accreditation will accept complaints (i.e., issues, concerns or reported events) concerning JCI accredited organizations and certified programs that are submitted via mail, fax, or e-mail. When possible, the individual submitting the complaint (the "complainant") should submit the information in English. The complaint information should be summarized in one to two pages and include the following information for the health care organization:



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- Organization Name
- Address (Street Name, City, Postal Code and Country)

Given the various restrictions inherent in the social media platforms, JCI will not accept Complaints regarding quality of care and safety of patients that are submitted through JCI social media platforms (including Facebook, Twitter, Flickr, You Tube, and others). These types of social media postings will be removed, and the complainant will be re-directed to the official JCI website location—Report a Quality and Safety Issue with a JCI Health Care Organization (<http://www.jointcommissioninternational.org/contact-us/report-a-quality-and-safety-issue>). Upon receipt, a response will be communicated to the Complainant from the Office of Quality & Safety Monitoring via e-mail when the name and email were included with the reported information.

Quality of care and safety of patients concerns submitted to JCI Accreditation may include the name and contact information of the individual submitting the complaint issue/concern or event or the individual may choose to submit the information anonymously. However, complaints that include the contact information of the Complainant will permit JCI Accreditation to request additional information needed for a thorough evaluation and/or to provide applicable follow-up information.

The name and contact information of the individual or individuals submitting the complaint will be kept confidential and not disclosed to any other party without the express permission of the submitter, unless otherwise required by law. However, JCI Accreditation may deem it necessary to share the essential facts of the complaint with the subject organization in the course of JCI Accreditation's review.

JCI Accreditation will review and evaluate all complaint issues, taking such action as appropriate, based on the information JCI Accreditation receives. However, all individuals communicating with JCI Accreditation should be aware that the organization associated with the complaint may believe that it can determine the identity of the source of the complaint from the nature of JCI Accreditation's request for information.

JCI Accreditation requires that accredited organizations and certified programs must notify their employees, visitors, and patients that, when complaints reported directly to the accredited organization are not resolved to their satisfaction, they may choose to submit their complaints to JCI Accreditation. Additionally, if the individual submitting the complaint to JCI Accreditation perceives that a lack of patient safety culture exists in the accredited organization or certified program, they may choose to submit their issue, concern, or event (see Accreditation Participation Requirements (APR) in each program's accreditation manual published 1 September 2013 or later).

JCI Accreditation requires that accredited organizations and certified programs must notify their employees, visitors, and patients that no retaliatory actions will be taken against individuals who submit complaints to JCI Accreditation (see Accreditation Participation Requirements (APR) in each program's accreditation or certification manual published 1 September 2013 or later).