Ysleta del Sur Pueblo Health & Human Services

Patient Grievance Form

Use this form if you have a concern about services, staff, access, privacy, safety, discrimination, or other issues. Filing a complaint or grievance will not affect your eligibility for services.

- **A complaint is any concern or dissatisfaction.**
- **A grievance is a formal request for review or resolution (this form required).**

You may submit anonymously, but we may be unable to follow up without your contact information.

1. Patient Information

Name: _____ ☐ I wish to remain anonymous

Phone: _____ Email: _____

Mailing Address: _____

Preferred Contact: ☐ Phone ☐ Text ☐ Email ☐ Mail ☐ Other: _____

Language: _____ ☐ Interpreter requested

2. Filing As

☐ Patient ☐ Parent/Guardian ☐ Family Member ☐ Representative

☐ Community Member ☐ Other: _____

3. Type of Submission: ☐ Complaint (informal) ☐ Grievance (formal review)

4. Area(s) of Concern (check all that apply)

☐ Quality of care/services ☐ Access/scheduling ☐ Staff behavior

☐ Privacy/confidentiality ☐ Discrimination/harassment

☐ Safety/security ☐ Rights/consent ☐ Cultural sensitivity

☐ Facilities/environment ☐ Transportation ☐ Other: _____

5. Incident Details

Date(s): ____ / ____ / _____ Time(s): _____ Location: _____

Persons involved (if known): _____

Witnesses: _____

Describe what happened: _____

_____

6. Requested Resolution

What would you like to happen? _____

_____

7. Safety & Urgency

Is this an urgent safety concern? ☐ Yes ☐ No

May we contact you for more details? ☐ Yes ☐ No

8. Attachments (optional) ☐ Supporting documents attached.

9. Signature (optional if anonymous)

Signature: _____ Date: ____ / ____ / _____

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Submission Options

In person:
Please inform front desk that you have a complaint/grievance to file with attention to Risk Manager and/or Administration.

By Fax:
Please fax your complaint/grievance to 915-858-2367 with attention to Risk Manager and/or Administration

By Mail:

Please mail your complaint/grievance to 9473 Socorro Rd El Paso, TX with attention to Risk Manager and/or Administration

Notice of Privacy & Non-Retaliation
Your information will be used only to review and resolve your concern.
Filing a complaint or grievance will not affect your services.