

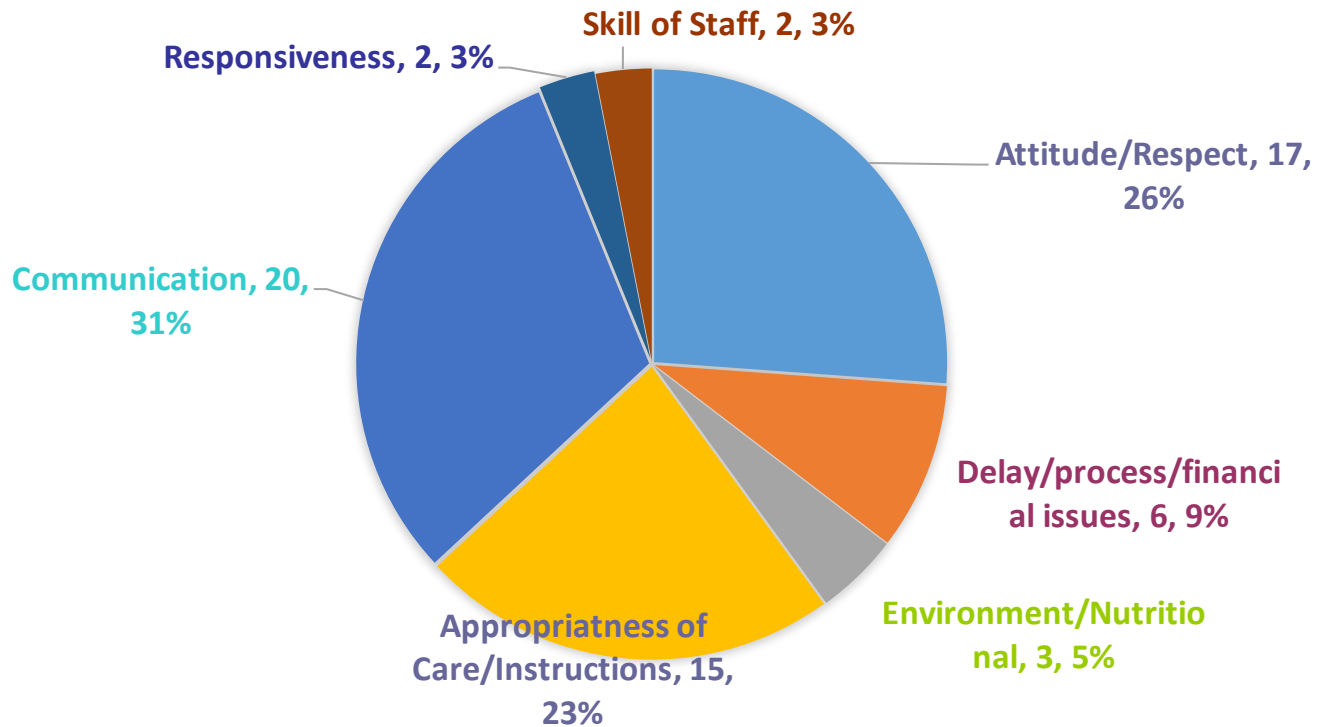
6.1.5 GRIEVANCES



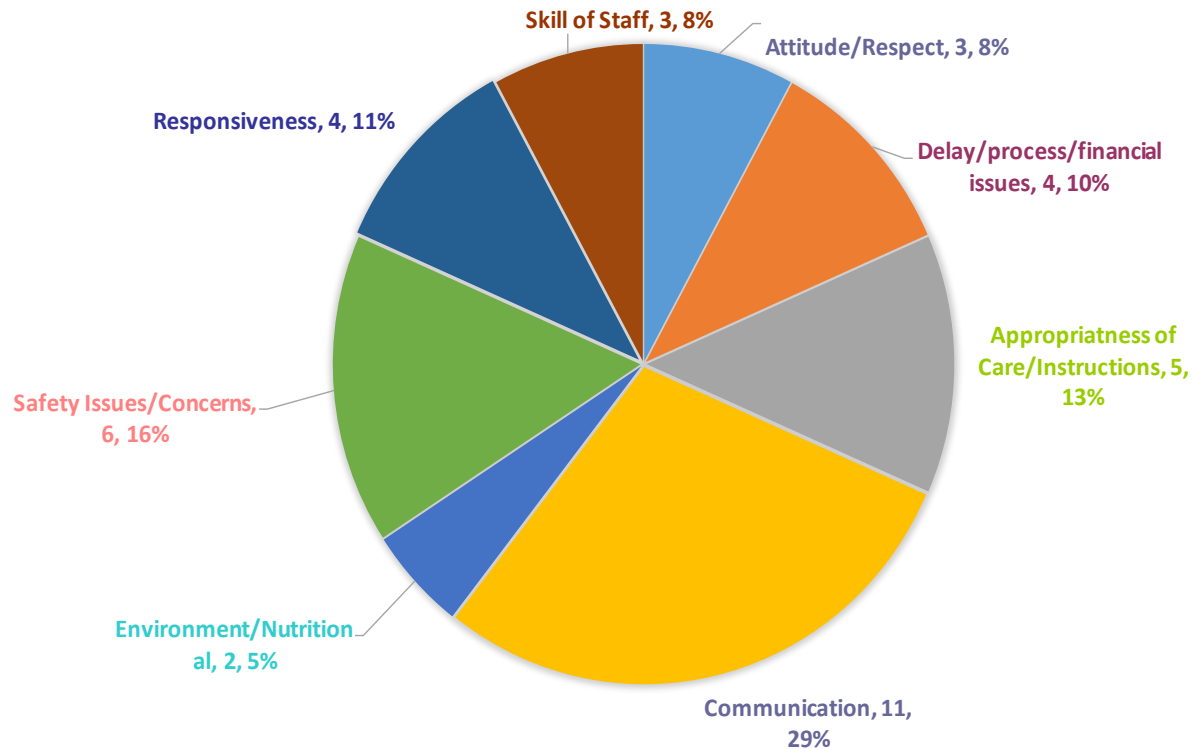
COMPLAINTS & GRIEVANCES

- All Grievances follow policy GA 001-010
Complaint/Grievance Management
- Monthly Grievance Committee meetings represented
by Customer Service Manager, Administration and
Quality

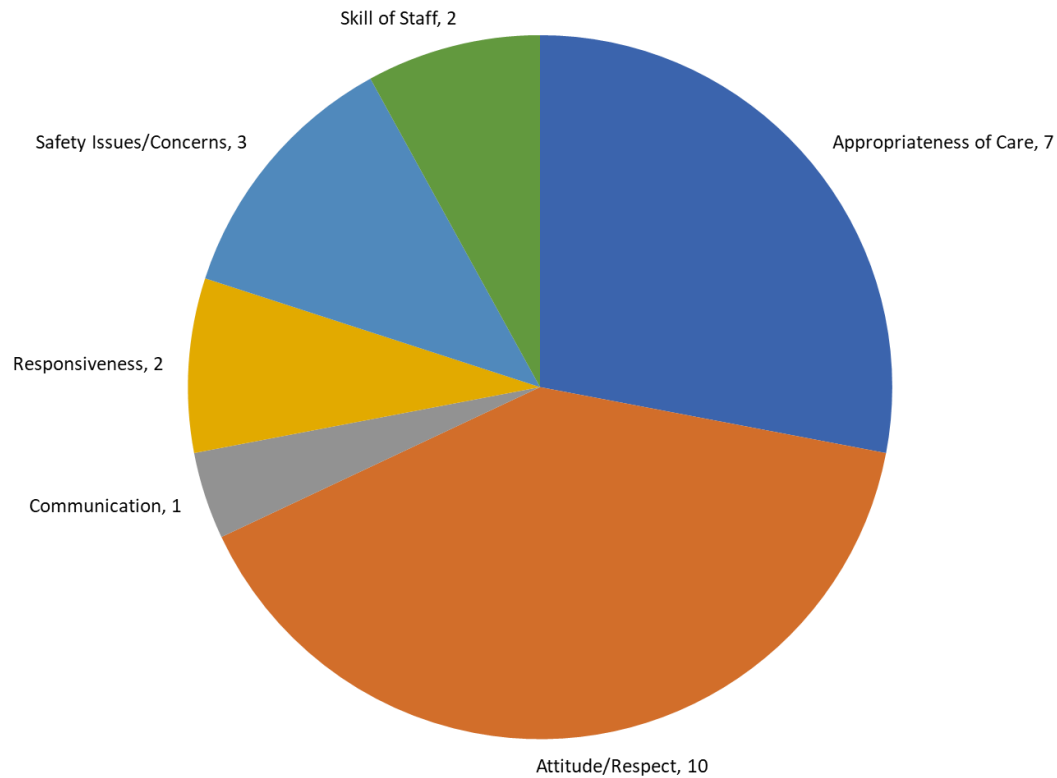
Q2 CY 2023 BHCS CAPTURED COMPLAINTS & GRIEVANCES



Q2 2023 BHN CAPTURED COMPLAINTS & GRIEVANCES



Q2 CY 2023 BHMC CAPTURED COMPLAINTS & GRIEVANCES



Q2 2023 BHIP CAPTURED COMPLAINTS & GRIEVANCES

