

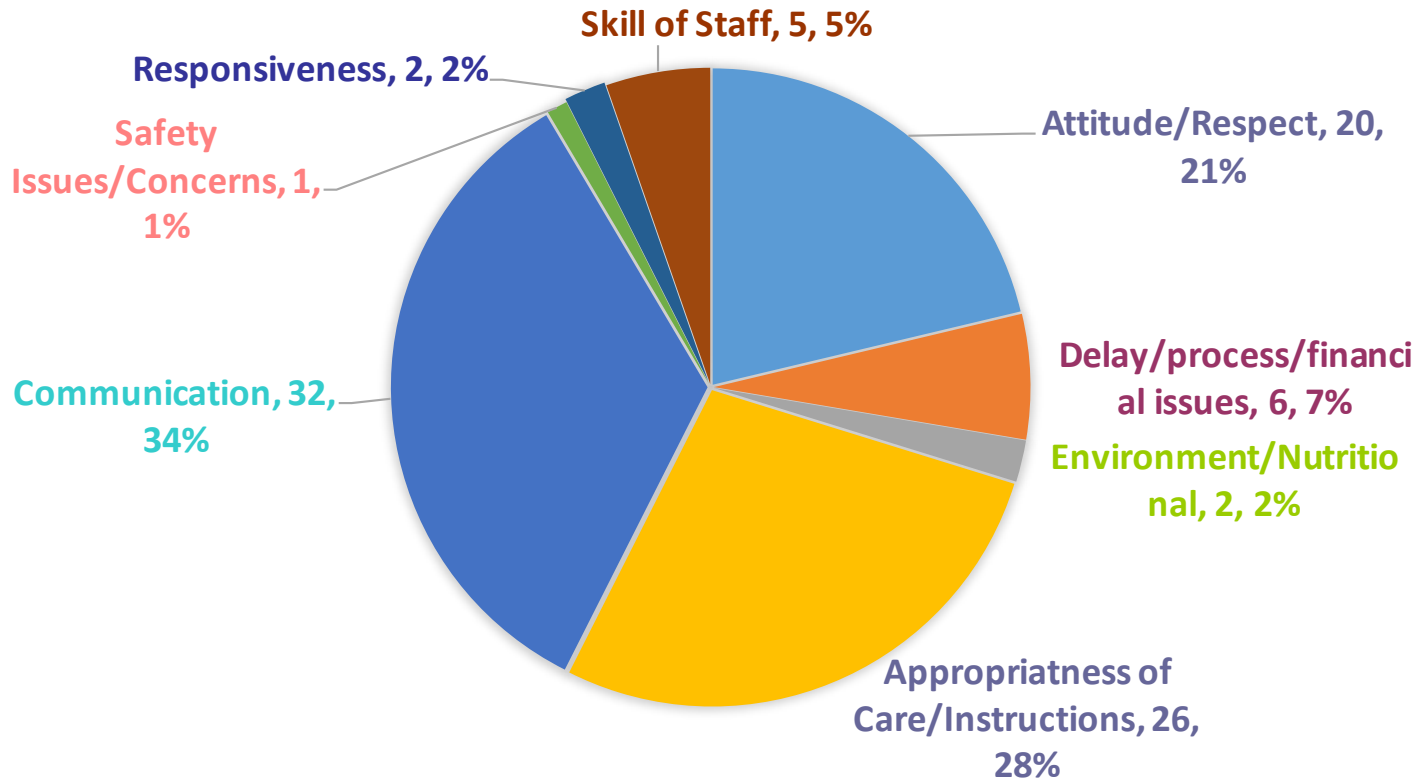
## 6.1.5 GRIEVANCES



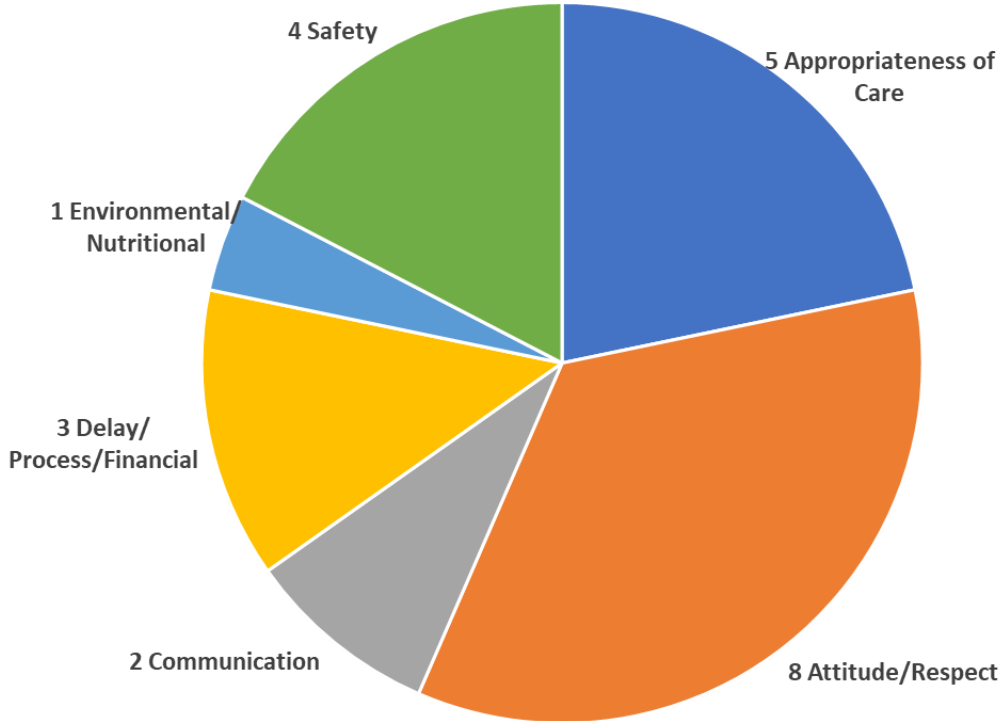
# COMPLAINTS & GRIEVANCES

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

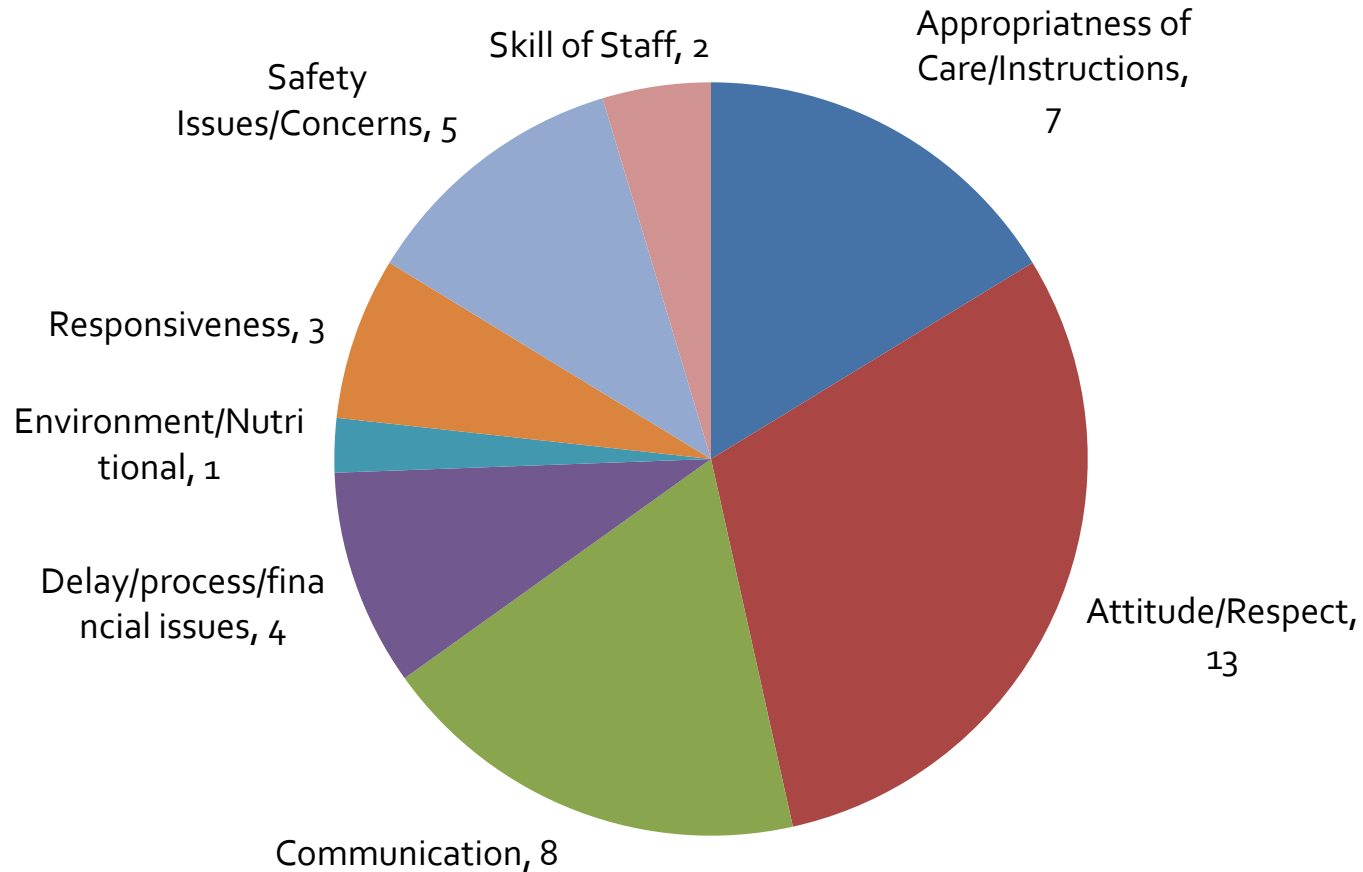
# Q3 CY 2023 BHCS CAPTURED COMPLAINTS & GRIEVANCES



# Q3 2023 BHIP CAPTURED COMPLAINTS & GRIEVANCES



# Q3 CY 2023 BHMC CAPTURED COMPLAINTS & GRIEVANCES



# Q3 2023 BHN CAPTURED COMPLAINTS & GRIEVANCES

