

## Customer Procedure for Filing A Complaint

Our Pharmacy provides comprehensive care to the residents and staff of nursing facilities, assisted living facilities and retirement communities. Our pharmacy team prepares each patient's medication, and in consultation with healthcare professionals, patient files are reviewed by our pharmacist each time a prescription is filled.

We strive to provide every customer with superior service. If you believe that we may not have provided you with this level of service, we encourage you to let us know immediately by logging a complaint. By logging a complaint, you allow us to continue to improve our company by addressing and correcting any areas of concern.

We believe that every customer has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services.

We take every complaint and concern seriously. All lodged complaints will be investigated, which includes a response within 5 days and a written notification within 14 days that provides resolution of the complaint. All complaints will be handled in a professional manner, and they will be promptly communicated to management and upper management as appropriate.

There are several ways that you can choose to log a complaint or concern.

1)By Phone: You can call us @ 833-442-9716 and speak to someone in person. Simply let them know you would like to file a complaint, and they can either mail you a complaint form for you to complete and submit, or take your complaint over the phone.

2)By Mail: You can complete a complaint form (or write a letter) and mail it to our office. The address is: MTPS, Attn: Customer Service Department, 661 E. Lane St. Shelbyville, TN 37160

3)By Email: [customerservice@mtpsltc.com](mailto:customerservice@mtpsltc.com)

Please feel free to contact us anytime about any of your concerns! Sincerely, *Customer Service*