

**§484.50(c)** *Standard: Rights of the patient. The patient has the right to—*

**(3) Make complaints to the HHA regarding treatment or care that is (or fails to be) furnished, and the lack of respect for property and/or person by anyone who is furnishing services on behalf of the HHA;**

**Interpretive Guidelines §484.50(c)(3)**

The HHA should have written policies and procedures that address the acceptance, processing, review, and resolution of patient complaints, including complaint intake procedures, timeframes for investigations, documentation, and potential outcomes and actions that the HHA may take to resolve patient complaints. See also §484.50(e) Investigation of complaints.

The HHA should record, in both the clinical record and the patient's home folder, that the patient was provided with information regarding his or her right to lodge a complaint to the HHA.