



Complaint and Grievance Notice

At Pittsburgh Mercy our goal is to deliver excellent service. Yet, from time to time, we may fail to meet that standard.

- ✓ We hope to respond to questions and concerns at the time they happen. The first step is to try to resolve a problem or concern with the department in which the problem began.
- ✓ If this does not work, we ask that you next seek out the supervisor or manager.
- ✓ If this still does not work, please call the Experience of Care Team. A member of this team will then work with you to find a solution.

Experience of Care Team

412-488-4070

You may choose to have an advocate of your choice help you or Pittsburgh Mercy can provide one if you would like.

You can also file a complaint with Allegheny County Department of Human Services Director Action Hotline at 1-800-862-6783.