

# COMPLAINT & GRIEVANCE PROCESS

At Pittsburgh Mercy, our goal is to deliver an exceptional experience of care to every person, every time. If we fall short, please let us know. We strive to respond to questions and concerns at the time they happen.

## Our Resolution Process

- **Step 1:** Try to resolve a problem or concern with the department where the problem or concern began.
- **Step 2:** Seek out the supervisor or manager of the department.
- **Step 3:** Contact our Experience of Care Team. A member of our team will work with you to find a solution. You may choose a person to serve as your advocate, or we can provide a person to advocate on your behalf.

Pittsburgh Mercy Experience of Care Team  
412-488-4914

You may also file a complaint with Allegheny County Department of Human Services at 1-800-862-6783.

PITTSBURGH MERCY  
1-877-637-2924  
[www.pittsburghmercy.org](http://www.pittsburghmercy.org)

