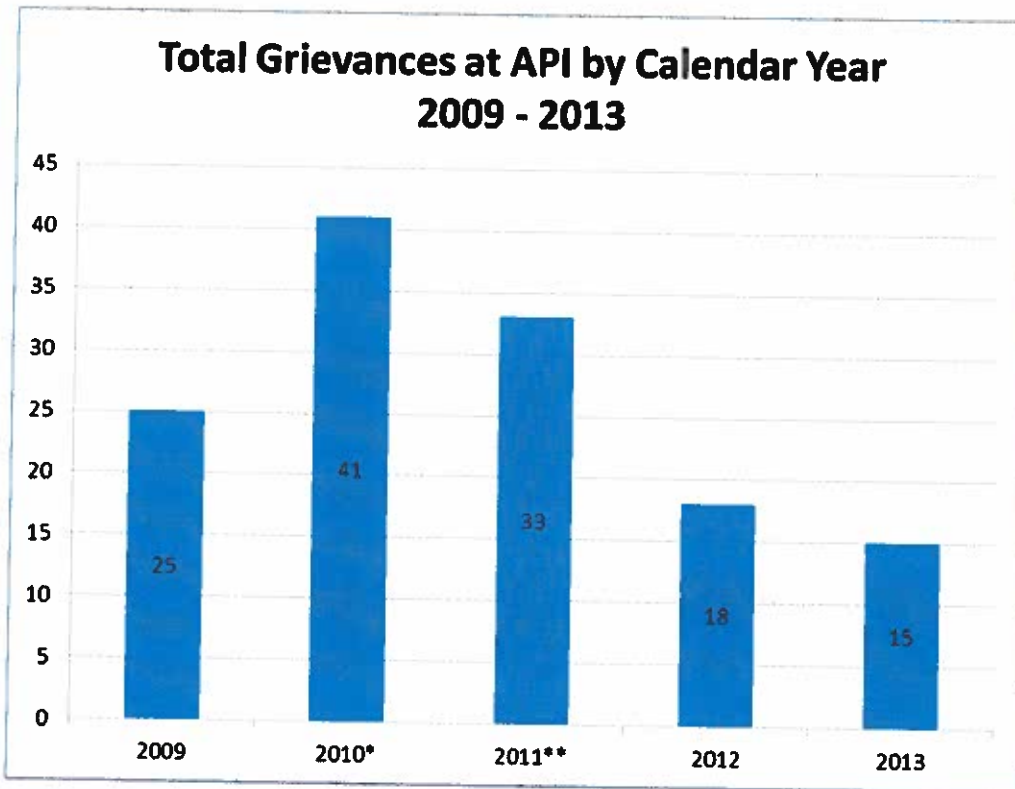


	Compliments /Kudos	Complaints	Grievances	Comments	Total	% Grievances
2009	18	124	25	107	274	9.12%
2010	28	189	41	131	389	10.54%
2011	40	201	33	120	394	8.38%
2012	60	169	18	89	336	5.36%
2013	33	163	15	76	287	5.23%



*API experienced unprecedented occupancy levels in 2010.

** API transitioned to the acute care model in September of 2011

Grievances by Type	Mileu	Procedure	Treatment	Staff	Other	Non-spec	Facility	Total
2009	1	0	6	16	2	0	0	25
2010	2	4	10	24	0	0	1	41
2011	1	2	11	19	0	0	0	33
2012	0	2	6	9	1	0	0	18
2013	1	2	4	8	0	0	0	15

Outcome of Grievances (Data collection started in FY11)

Result of Grievance Investigation	Substantiated	Unsubstantiated	Other	N/A	Blank
2009					25
2010	1	1	3	6	30
2011	12	6	7	1	7
2012	3	6	3	3	3
2013	2	7	5	0	1

An example of 'Other' outcome is a patient complaint about unit procedure in which that client was satisfied with the response.