

# South Carolina Department of Health and Human Services

## Internal Complaints Report



Complaint Category	Dec 2012	Jan 2013	Feb 2013	Mar 2013	April 2013	May 2013	SFY 2012 Totals	SFY 2013 Totals
<b>Beneficiary</b>	1	18	5	11	5	12	290	92
• Reservation	0	5	0	2	4	6	188	17
• Transportation	0	0	0	0	0	0	0	1
• Service Delivery	1	13	5	9	1	6	90	70
• Other	0	0	0	0	0	0	12	4
<b>Transportation Provider</b>	1	0	0	1	0	0	38	2
• Reservation	0	0	0	0	0	0	3	0
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	1	0	0	0	0	0	1	1
• Payment	0	0	0	1	0	0	31	1
• Other	0	0	0	0	0	0	3	0
<b>Health Care Provider</b>	0	1	0	2	0	2	52	12
• Reservation	0	1	0	0	0	2	36	5
• Transportation	0	0	0	0	0	0	0	1
• Service Delivery	0	0	0	2	0	0	16	6
• Other	0	0	0	0	0	0	0	0
<b>Other Stakeholders</b>	0	1	1	0	0	1	5	6
• Reservation	0	0	0	0	0	0	0	0
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	3	3
• Other	0	1	1	0	0	1	2	3
<b>Totals</b>	2	20	6	14	5	15	385	112