

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