

South Carolina Department of Health and Human Services

Internal Complaints Report



Complaint Category	Mar 2013	April 2013	May 2013	June 2013	July 2013	Aug 2013	SFY 2013 Totals	SFY 2014 Totals
Beneficiary	11	5	12	7	8	7	99	15
• Reservation	2	4	6	0	1	5	17	6
• Transportation	0	0	0	0	0	0	1	0
• Service Delivery	9	1	6	6	6	2	76	8
• Other	0	0	0	1	1	0	5	1
Transportation Provider	1	0	0	1	0	0	3	0
• 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	1	0
• Payment	1	0	0	0	0	0	1	0
• Other	0	0	0	1	0	0	1	0
Health Care Provider	2	0	2	1	0	0	13	0
• Reservation	0	0	2	1	0	0	6	0
• Transportation	0	0	0	0	0	0	1	0
• Service Delivery	2	0	0	0	0	0	6	0
• Other	0	0	0	0	0	0	0	0
Other Stakeholders	0	0	1	0	0	0	6	0
• 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	0
• Other	0	0	1	0	0	0	3	0
Totals	14	5	15	9	8	7	121	15