

South Carolina Department of Health and Human Services

Internal Complaints Report



Complaint Category	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	SFY 2013 Totals	SFY 2014 Totals
Beneficiary	11	8	3	5	7	3	99	52
• Reservation	10	1	1	1	2	3	17	24
• Transportation	0	0	0	0	0	0	1	0
• Service Delivery	1	7	2	4	4	0	76	26
• Other	0	0	0	0	1	0	5	2
Transportation Provider	1	0	1	0	0	0	3	2
• 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	1	0	0	0	1	2
• Other	0	0	0	0	0	0	1	0
Health Care Provider	0	0	0	1	3	0	13	4
• Reservation	0	0	0	1	0	0	6	1
• Transportation	0	0	0	0	0	0	1	0
• Service Delivery	0	0	0	0	3	0	6	3
• Other	0	0	0	0	0	0	0	0
Other Stakeholders	0	1	0	0	1	0	6	2
• Reservation	0	1	0	0	0	0	0	1
• Transportation	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	1	0	3	1
• Other	0	0	0	0	0	0	3	0
Totals	12	9	4	6	11	3	121	60