



# SHARE YOUR **EXPERIENCE** With Us

Share your compliments,  
concerns and feedback  
by contacting us at:

**Client Relations**  
clientrelations@gss.org  
1-833-431-3929  
www.gss.org



*Your feedback helps us make  
continual improvements to the  
care and services we provide.*

**Follow us on social media**



@goodsamaritanCA





We encourage and welcome your feedback on your health needs, expectations and experiences with our services.

### Compliments

We appreciate when you take the time to share compliments with us. Tell the staff and the manager/leader at the site, directly as it provides them with recognition for a job well done. Alternately, contact the **Client Relations Office**.

### Concerns

If you or a family member have a concern about the care provided to you, we want to hear about it. We encourage you to first speak with the staff or the manager/leader at the site. They know you best and discussing your questions or concerns may resolve any issues right away.

If your concerns are not addressed contact the **Client Relations Office**.

### Our Commitment

- All concerns are responded to within three business days
- We will work with you to resolve the concern
- We will provide you with a timeframe for follow up
- Communicate to you our findings and resolution
- Maintain confidentiality

### Client Relations Office

- Email [clientrelations@gss.org](mailto:clientrelations@gss.org), or
- Phone toll free 1-833-431-3929, or
- Submit feedback on our website at [www.gss.org](http://www.gss.org). Go to the “Contact Us” section and submit your feedback using the online form.

Head to [www.gss.org](http://www.gss.org) or scan this QR code to send us your feedback.

