

Seattle Cannabis Patient Complaint Hotline

Seattle Cannabis Patient Complaint Hotline [1.888.63.SafeCannabis] is a SCA service that allows any medical cannabis patient with knowledge of unsafe medicine, unsafe cultivation, questionable business practices or misconduct by any cannabis service provider the opportunity to report their concerns.

Our Patient Complaint Hotline service is designed to provide independent patient/consumer assistance and feedback through our telephone outreach program. The overriding considerations in developing our Hotline was twofold: 1) ensure patient privacy and confidentiality [***All information provided to SCA is kept confidential and will not be shared with anyone unless specifically directed to do so by the patient caller***]; and 2) the Hotline be an unbiased source of information and assistance, capable of conducting effective advocacy on behalf of any Seattle cannabis patient, independent from SCA Member affiliation and interest. The scope of *Seattle Cannabis Patient Complaint Hotline* activities is limited to assisting individuals who wish to file a complaint against a cannabis cultivator, cannabis service provider or licensed health care provider.

Even though SCA cannot investigate your individual complaint we would like to hear about your experience and make sure your *complaint/concern/issue* is heard by the appropriate State or Local Health or Consumer Protection agency. ***We at SCA take public safety, patient/consumer protection and cannabis regulation very seriously.*** We believe in getting involved when any Seattle cannabis patient is put at risk. We therefore encourage any patient to share their complaint information with us. However, to file a complaint it is not required to contact the *Seattle Cannabis Patient Complaint Hotline* [but we are here if you need our help]. We just want to make sure you [the patient/consumer] understand who to contact and how to go about filing a complaint.

What we will do with your information

We can use the information you give us in several different aspects of our work. Your feedback will be added to the information we already have about every Seattle cannabis service provider and will allow us to assess the overall quality of care and risk provided by Seattle's cannabis service providers. The information also helps us target our work in:

- Making decisions to add new services that benefit the Seattle Cannabis community
- Ensuring SCA Member compliance with State regulations, Local ordinances and SCA expectations
- Checking what other cannabis services providers tell us
- Tracking what is happening within the Seattle Cannabis community and being alert to any trends or patterns that reflect on public safety, patient/consumer protection and cannabis regulation

If we find evidence a SCA provider is non-compliant, we will tell them what they have to do to put things right.

In other cases, where there is evidence of a problem that is putting a patient at risk, we will assist the patient and ensure appropriate action is taken. So, while we cannot offer individual remedy or redress, we will listen to what you have to say, help you with the appropriate State and Local complaint processes and make sure your information will be used to improve patient care within the Seattle Cannabis community.

Details of how to contact Seattle Cannabis Patient Complaint Hotline...

You can contact us by telephone on **1.888.63.SafeCannabis**

Making a complaint about care services

For guidance on what to do if you are unhappy with the care you or a family member have received, see the steps below.

Complaining about the care you or a loved one have received

We at SCA have a common approach to dealing with patient complaints. This we believe gives us the flexibility to help patients deal with complaints effectively and use our experience to make medical cannabis services better for all.

Complaints are an important indicator of the standard of care provided and when they are positively resolved, they lead to improvement in services.

How to raise concerns and make a complaint

The way in which you should go about complaining about the service you have received depends on which part of the care sector was involved.

1. Licensed Healthcare Provider

If you would like to make a complaint about your licensed Healthcare provider [Medical Doctors (MDs), Physician Assistants (PAs), Osteopathic Physicians (DOs), Osteopathic Physician Assistants (OA), Naturopathic Physicians (ND) or Advanced Registered Nurse Practitioners (ARNPs)] you should contact:

Washington State Department of Health [DOH] - Medical Quality Assurance Commission Intake Coordinator Telephone: 360.236.2762

They are there to help you:

- File a complaint
- Verify a physician or physician assistant license
- Find Medical Marijuana information
- Find Key Contacts

Or contact

Health Systems Quality Assurance Offices [HSQA] Complaint Intake Telephone: 360.236.4700

They are there to:

- Investigate complaints about regulated providers.
- Inspect regulated facilities.
- Coordinate responses to complaints.
- Explain the law and disciplinary process to providers and the public.

2. Cannabis Service Provider

If you like to raise a concern or complaint about your Cannabis Service Provider [Collective, Co-op, Patient Network etc], you should contact **City of Seattle Consumer Protection Division/ City of Seattle Consumer Affairs Unit** Telephone: 206.386.1298 who can also direct you to the appropriate consumer agency.

They are there to help you with a range of consumer issues from product safety to misleading advertising and from poor service to questionable business practices. There are, however, some basic rules to follow in most instances:

- Keep detailed written notes of all conversations with your service provider including names and dates.
- Keep copies of written agreements, receipts, and other documents that are related to the complaint.
- Try to resolve the complaint with your service provider by speaking to them about your issues and concerns.

3. Cannabis Quality

If you would like to complain about the quality of your cannabis medicine or cannabis product ask your service provider for information regarding cannabis quality [potency] testing. If no scientific testing is performed find another service provider who does test their cannabis products. If you believe you are receiving unsafe cannabis or cannabis products call the ***Seattle Cannabis Patient Complaint Hotline*** [1.888.63.SafeCannabis] the ***Washington State DOH*** [360.236.4800], ***Washington State Department of Agriculture*** [WSDA] ***Consumer Food Complaints*** [360.902.1876] and ***City of Seattle Consumer Affairs Unit*** [206.386.1298] and let them know.

4. Complain about SCA

We aim to get things right the first time. If you believe we have got something wrong, please tell us and we will try to sort things out quickly. But no organization is immune from the spotlight. If you have a complaint against SCA contact the ***Washington State DOH*** [360.236.4800] or the ***City of Seattle Consumer Affairs Unit*** [206.386.1298] regarding our activities.