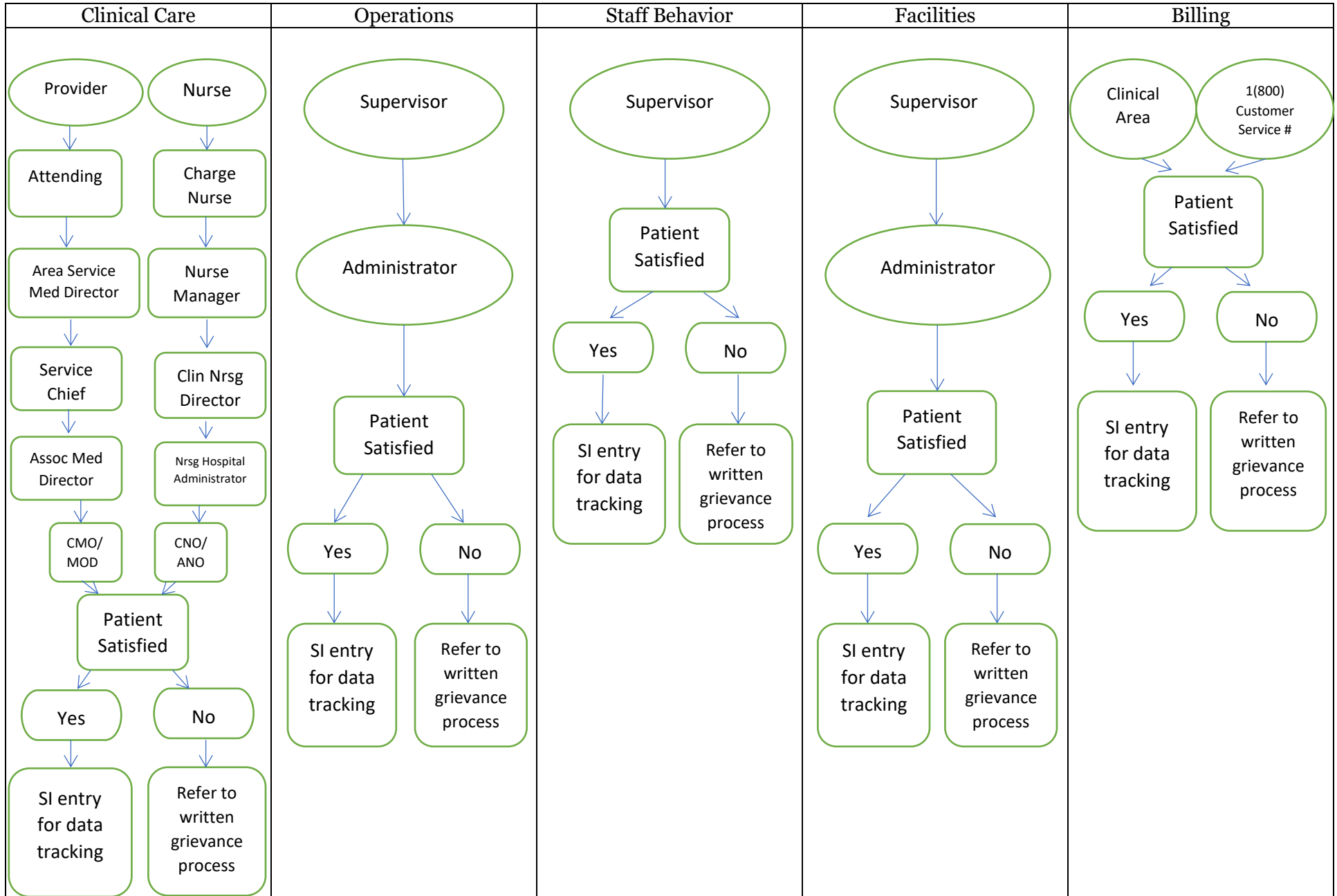


**Front Line Escalation Process: Patient Complaint Types**  
**Los Angeles General Goal: Satisfy patient prior to leaving facility**



**\* Patients should not be walked to the Patient Relation's office.**