

DTF detects possible quality issue (e.g., filing high)

DTF completes ADDP Grievance Form and sends it to UCCI

UCCI investigates Grievance

UCCI employs corrective action as needed (e.g. education, removal from network) AND ensures appropriate treatment provided for resolution

UCCI provides DTF with record of corrective action utilized

UCCI maintains database of incident for future reference

