



<b>Process: VSP Member Complaint/Grievance Process - Provider Office</b>	
Process Owner: Provider Network Development	
Applicability: VSP Providers and Members	
Approved/Authorized By: Sr. Regulatory Compliance Specialist, Provider Network Management	

## OVERVIEW

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VSP network providers offices are required to be familiar with the process for Member complaints and grievances and are required to make this process available to members upon request.

## PROCESS

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- Member may submit a complaint within one year from the point of realization of the problem.
- Complaints may be submitted by mail or online at [vsp.com](https://vsp.com). Members can call VSP at **800.877.7195** for help submitting a claim.
  - Hearing impaired members can call **800.428.4833**.
  - Language assistance is available upon request.
- All member complaints must be completed or acknowledged by VSP within 5 calendar days.
- A written resolution is issued within 30 calendar days to the member.

## REVISION HISTORY

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Issue Date	REVIEW DATE	ACTION	SECTION(s) REVISED
07-15-2020			
	04/06/2023	Review	
	04/18/2024	Review	