

## **GRIEVANCE NOTICE**

Our Facility is committed to providing our residents with exceptional care and services. To ensure the continued provision of care and services, and to facilitate the prompt resolution of medical and non-medical grievances, our facility has an established grievance process to address resident and family member concerns or dissatisfaction with the provision of care and/or services.

Residents, family members, visitors, employees and all others with a grievance may voice their grievances in person, by telephone or via written communication.

Grievances may be filed anonymously.

Our Facility has a Grievance Officer who is responsible for investigating grievances. The Grievance Officer can be reached at [insert location, email address and phone number].

Our Facility's policy is to, if possible, follow up with the individual reporting the grievance within 72 hours of the filing.

Individuals filing grievances have a right to obtain a written decision regarding the grievance.

If a filer is not satisfied with the grievance process, a complaint can be filed with the State Department of Health Nursing Home Complaint hotline at \_\_\_\_\_.

Questions regarding the Grievance Policy and Procedure can be addressed to the Compliance and Ethics Officer or the Compliance and Ethics Hotline.