

GRIEVANCE POLICY

The Facility is committed to providing its 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, the facility has established a 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 followed anonymously.

The Compliance and Ethics Officer or the designated Grievance Officer (as applicable) is responsible for investigating grievances. The Compliance and Ethics Officer can be reached by phone at [phone] and by email at _____. The Compliance and Ethics Officer works at the facility located at [address], [city], [state] [zip] .

The Facility's policy is to 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.