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|  Grievance / Complaint Handling for Clients, Staff and/or Visitors | NO. 136 |
| Purpose: To provide a means to present a grievance or concern to the facility in a manner that can be addressed by the facility and a resolution can be achieved.Statement: This facility will address grievances in an appropriate manner. A client, employee, or visitor may present complaints on behalf of themselves or person or agency without threat of discharge or reprisal. Procedure:1. Anyone may by voice or in writing acknowledge their complaint.
2. The complainant/grievance shall follow a chain of command beginning with the appropriate staff person, to the Director of the Department, then to the Administrator, and then to a member of American Health Enterprises management.
3. Pending the need for further investigation, and/or if the complainant so requests, such a complaint will be investigated by a professional staff person, who shall be a licensed nurse, department supervisor, or an individual appointed by the Administrator. Such person shall conduct a complete investigation not to exceed 2 business days unless extenuating circumstances exist. The individual grievant will receive a written response within 2 business days following the completion of the investigation.
4. The investigator will document such complaint on an investigation form and/or in the resident’s medical record as appropriate. A copy of the investigation results shall be retained on file.
5. If the complainant is not satisfied, they may request the Administrator to reinvestigate the situation and a referral to the Quality Assurance Committee may be made at that time. The purpose of the Quality Assurance Committee is to provide resident care that is optimal within available resources and is consistent with the achievable goals for the facility. The reinvestigation will be concluded within 48 hours if possible, and results of same will be communicated to the complainant.
6. If the grievance cannot be resolved, the complainant may file a complaint with the Department of Public Health or American Health Enterprises. Such complaint will be resolved in writing within 30 days of filing.

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| Approved: | Effective Date: | Revision Date: 8/10; 1/14; 3/17 | Change No.: | Page: 1 of 1 |