

SAMPLE RESIDENT GRIEVANCE PROCEDURES

STANDARD: All residents or their representatives have the right to pursue a grievance with regards to their participation in the assisted living home. The _____ will hear and attempt to resolve all grievances in a fair and timely manner. (Assisted Living Home)

PROCEDURES:

1. The aggrieved person, or person acting on his/her behalf will meet with the person against whom the complaint is directed, or with the person who is most involved in the conditions resulting in the complaint. This meeting will be informal and designed to provide a solution that will not require further discussion. Cases of verbal or physical abuse shall be reported directly to the Administrator/Owner.
2. If a solution cannot be reached, the aggrieved (or representative) may ask the Supervisor for an appointment. The meeting must be held within five (5) days of receipt of the grievance. The aggrieved (and/or representative) and the Supervisor will discuss the problem, and will attempt to reach a solution satisfactory to all parties.
3. If a solution cannot be reached, an appointment may be scheduled with the Administrator/Owner. The request for the meeting with the Administrator/Owner must be made within five (5) days of the meeting with the Supervisor. The Administrator/Owner will be supplied with notes from the previous meeting and will discuss the situation with the aggrieved (and/or representative) privately, and will attempt to reach a solution satisfactory to all parties. The Administrator/Owner shall remain the last and final avenue for the hearing of resident grievances.
4. A written summary of the formal grievance heard by the Administrator/Owner will be recorded, which includes the nature of the grievance and a remediation/correction plan.
5. Residents will be informed of their right to be represented by an advocate and/or protection and advocacy such as Disability Law Center of Alaska. A signed release of information will be required in order for _____ staff to discuss the grievance with such advocates.

(Assisted Living Home)