POLICY
Ageia Health Services in support of its belief that residents, families, and patrons who use our services or partner with Ageia to deliver resident services, should have the right to voice their concerns, suggestions, and grievances without any fear of reprisal. This right includes an accessible, visible and direct process for filing their views, with staff assistance as needed.

DEFINITIONS
None

PROCEDURES
1) Individuals who are dissatisfied or who have a grievance/concern have the right to bring the matter to the attention of our staff and to have it resolved in a mutually acceptable timeframe.
2) Residents and families will be made knowledgeable of the grievance process upon admission, through resident council meetings, and community notice.
3) Employees who suspect a resident or family member are dissatisfied about something, shall offer assistance with the completion of the grievance form.
4) Resident’s rights to receive services from Ageia Health Services shall not be affected by raising, concerns, grievances, issues or disputes.
5) Communication may be made either verbally or in writing; in person, by telephone, by letter, or other means. Ageia Health Services will offer a form for filing a concern which will include the Corporate Office contact information.
6) All concerns will be responded to within 24 hours of filing, unless it is filed on the weekend. If the resident or family member reports to weekend staff a concern, staff will ask if next business day follow up is acceptable. If the matter is urgent or the resident’s safety is a concern, the Executive Director will be contacted for follow-up.
7) The Executive Director or designee will contact the resident or family member within 24 hours to solicit any additional needed information and to provide a tentative resolution date and plan.
8) The Executive Director will document the plan of correction or resolution on the Grievance Follow up Form. All attempts for resident satisfaction will be made, including:
   A) Giving a verbal or written apology; and/or
   B) Changing a behavior, policy, or practice.
9) The Executive Director will consult with the Regional Manager, RN consultant, and the Corporate Office for resolution of issues concerning operations or that are a possible legal matter.
10) All grievances will be recorded on the Grievance Log. The log is to be faxed to the Corporate Office, every Friday by 1:00pm, to the attention of the Executive Assistant.
11) All filed grievances will be handled in the strictest of confidence. A record shall be kept of complaints/grievances, including details of the investigation and action(s) taken.
12) If the resident or family member would prefer to submit their grievance to the Corporate Office, the contact information is available on the Grievance Report form. The Corporate Office will work directly with the Executive Director to resolve the concerns.

**FORMS**
- Grievance Report Form
- Grievance Follow up Form
- Grievance Log
- Dear Resident or Family Member Letter

**RETENTION GUIDELINES**
Seven years, file with current years surveys and resident council minutes.