



# NO SOUND

**POLICY NAME:**

Quivanna Care Center Grievance Process

**DEPARTMENT:**

QCC

**&/OR RE**

Clinical Services Committee:

Bylaws Committee:

**APPROVED BY:**

Board of Directors

QCC Medical

Sig

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QCC Administrator

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Date

Board

Sig

*Rev Paul*

5-31

Date

**Purpose express**

To facilitate a process for QCC residents and/or their representatives to express concerns or dissatisfaction about the care delivered and to address them in

All staff at NSHC share responsibility for the care of



- Quality of the food provided;
- Transportation services; and
- A violation of a participant's rights

**Policy:**

At any time, should residents or representatives wish to file a grievance, QCC staff is



member or translation services will be made available to assist.

Residents and/or representatives will not be discriminated against because a grievance has been filed. QCC will continue to provide you with all the required services during the grievance process. The confidentiality of your grievance will be maintained throughout the grievance process and information pertaining to your grievance will only be released to authorized individuals.

**Procedure:**

**A. Filing of Grievances**

The information below describes the grievance process for residents and/or representatives to follow should they wish to file a grievance.

The staff member who receives the grievance will help the resident/representative

document the grievance (if the grievance is not already documented) and coordinate investigation and action. ALL information related to the grievance will be held in



#### **D. Record Retention**

The Compliance Officer will keep a log and file on each grievance filed and the corrective action taken.