

# Grievances



## ***F585 Grievances***

**The resident has the right to voice grievances to the facility or other agency or entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal.**

### **How to engage the residents at a Resident Council Meeting:**

- ⇒ Do you know what a grievance is?
  - Definition of Grievance: Statement of a complaint about something you feel is **wrong** or **unfair**.
- ⇒ Do you know that you can file a grievance in the nursing home? Do you know how to file a grievance when you have a concern or complaint?
- ⇒ How comfortable are you filing a grievance or even talking about your concerns?
  - Complaints are individual and important to you. If you feel something is wrong or unfair, you have a right to express your concerns without being judged or retaliated against.
- ⇒ When you have filed a grievance, did you receive a response and was your concern resolved to your satisfaction?
- ⇒ Do you know how to contact your local ombudsman? We can help you try to resolve any concern or complaint according to what you want.
  - Conversations with the ombudsman are confidential and we work at your direction and only with your consent.
  - There is never a charge or fee for ombudsman services.

### **Grievances Explained**

The nursing home must establish a grievance policy to ensure the prompt resolution of all grievances regarding the residents' rights.

The nursing home's grievance policy should include a reasonable expected time frame for completing the review of the grievance and the resident's right to obtain a written decision regarding his or her grievance.

### **Example**

**Grievances may include complaints about care and treatment you have received, as well as care and treatment that was not provided to you. It can be about the behavior of staff and other residents, or any other concerns about life in the nursing home including meals and activities.**