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POLICY NAME:

Quyanna Care Center Grievance Process

DEPARTMENT:

QCC

APPROVED BY:

Board of Directors

&/OR RE

Clinical Services Committee:

Bylaws Committee:

QCC Medical

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QCC Administrator

Date

Board

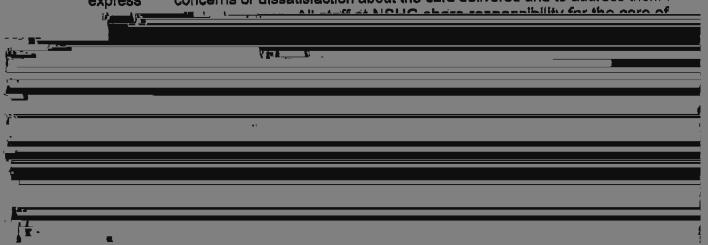
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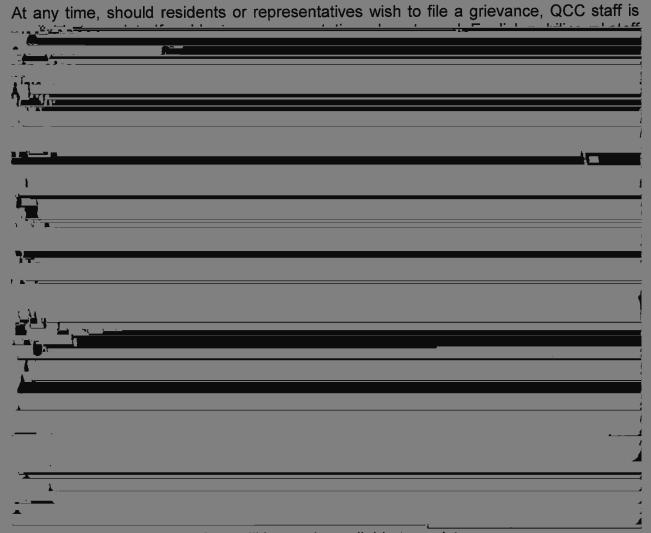
Date

Purpose 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



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

Policy:



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.

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document investigation	t the grievance (if the grievance is not already documented) a ion and action. ALL information related to the grievance	and coordinate will be held in
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actions taken to resolve their grievance, and options to pursue if they are not satisfied with the resolution of their grievance.

C. Grievance Review Options

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D. Record Retention

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