



# Client Grievance Procedures

# **SAMPLE CLIENT GRIEVANCE PROCEDURES**

The Administrator, Tammy Evrard, will review the Client Grievance Procedures with the resident and family at the time of admission and then one time per year thereafter. The Administrator, Tammy Evrard, resident and family will sign a form acknowledging the review of the procedures.

All staff will be trained to provide assistance to the client on filling out the Client Grievance Form. The form is created for clients to fill out on their own if they wish.

A response to the Client Grievance request is on the day the Administrator receives the form, the phone call or the direct meeting with the resident.

The resident will be counseled that they have a right to contact their Regional Center Service Coordinator (909) 620-7722 or the Community Care Licensing (323) 980-4934.

# CLIENT GRIEVANCE FORM AND STEPS

The following steps will help you with your problem:

1. Talk to the staff on duty.
2. The staff will tell Tammy the problem.
3. If you don't want to speak to the staff **circle** what you would like to do:



Wait for Tammy to arrive at the facility



Call Tammy on her phone



Write Tammy a note

4. Tammy will help you with your problem in one day.
5. If your problem is not fixed after talking to Tammy, you can also call:  
Your Service Coordinator or Community Care Licensing

Client: \_\_\_\_\_

Staff: \_\_\_\_\_

Date: \_\_\_\_\_