



RESIDENT GRIEVANCE PROCEDURE

Residents have the right to present grievances and recommend changes in policies, procedures, and services to the Sponsor, Manager or staff of the Assisted Living Residence, government officials or any other person without restraint, interference, coercion, discrimination, or reprisal. This right includes access to representatives of the Assisted Living Ombudsman program established under M.G.L. c. 19D, Sec. 7, the Elder Protective Services program established under M.G.L. c. 19A, Sections 14 through 26 and the Disabled Persons Protection Commission (DPPC) established under M.G.L. c. 19C, et seq.

Please follow the procedure outlined below when filing a grievance:

1. Obtain a Grievance Report Form and envelope from the receptionist.
2. Complete Part A of the Grievance Report form as is applicable.
3. Please be sure to sign and date form.
4. Return the completed form to the receptionist desk, Attention: EXECUTIVE DIRECTOR. *Please note: The Executive Director will investigate the grievance and seek input from other appropriate persons to facilitate a response/resolution (Part B of form).*
5. Upon completion of the investigation or within ten (10) days, the person filing the complaint will be informed orally and/or in writing of the progress or results of the investigation.
6. Should you disagree with the findings, recommendations, or actions taken, you may request to meet with the Executive Director, and/or the Community's designee.

Grievances can be presented to the sponsor, manager, Executive Director, or staff of the Community, to government officials, or to any other person without restraint, interference, coercion, discrimination, or reprisal. You may also contact representatives of the Massachusetts Assisted Living Ombudsman Program, the

Elder Protective Services Program, and the Disabled Persons Protection Commission at any time during the grievance process. The address and telephone number of the Assisted Living Ombudsman Program is:

**Massachusetts Assisted Living Ombudsman Program
One Ashburton Place, 10th Floor
Boston, MA 02108
1-617-222-7495**

Residents or their representatives may report suspected abuse, neglect, or financial exploitation to the **Massachusetts Elder Abuse Hotline at (800) 922-2275**, available 24 hours a day, in addition to the Assisted Living Ombudsman contact listed above.

Grievance Report Form

PART A: General Information

Resident's Name: _____ Apt. # _____

Person Filing Report: _____

Relationship to Resident: _____

Grievance and/or

Comment: _____

Resident Signature: _____

Date: _____

PART B: RESPONSE

Taken: _____

Person(s) Notified of
resolution: _____ Date: _____
___ Orally ___ In Writing

Executive Director's Signature: _____

Date: _____

Letter sent – attach copy

