



RESIDENT GRIEVANCE PROCEDURE (RI)

In accordance with Rhode Island Law, a Resident has a right to present grievances and recommended 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 ombudsman program established by the Alliance for Better Long-Term Care. During the grievance process, the ombudsman may be reached by calling 1-401-785-3340.

To ensure effective and timely resolution to resident's grievances the Sponsor asks Residents to follow the procedure below:

Within a reasonable period following an incident or complaint leading to a grievance, the sponsor request that the Resident seeking a resolution contact in the following order:

1. The Resident should contact the staff member most closely associated with the outstanding issue in order to seek a resolution.
2. If no remedy can be reached to the satisfaction of the Resident within 72-hour time, then the resident should contact the Department Head or Executive Director.
3. If no remedy can be reached to the satisfaction of the Residents within 7-day time, then the Resident should contact the Regional Vice President of Operations at Wingate 781-707-9000.
4. If resident is not satisfied with response the following parties can be contacted:

RI Department of Health

Division of Facilities Regulations
3 Capitol Hill, Providence, RI 02908

401-222-2566 (TDD) 401-256-5511

Alliance for Better Long-Term Care

422 Post Road, Suite 204
Warwick, RI 02888
401-785-3340

Advocacy Group

Contact Information

1. Emergency POLICE / FIRE / RESCUE 9-1-1
2. Providence Police Department 401-272-3121
325 Washington Street
Providence, RI 02903
3. Providence Fire Department 401-243-6050
325 Washington Street
Providence, RI 02903
4. Assisted Living Licensing Agency 401-222-2566
RI Department of Health –
Division of Facilities Regs. Cannon Building
3 Capitol Hill
Providence, RI 02908-5097
5. Medicaid Fraud & Abuse Unit 401-274-4400

RI Attorney General
150 South Main Street
Providence, RI 02903
6. Office of the State Ombudsman 401-785-3340

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