**Policy**

Each Ohio Living Health Center and/or Assisted Living Center will establish a Grievance Committee.

**Procedure**

1. A Grievance Committee has been established to review complaints by Residents or their sponsors. The committee is composed of the home’s staff (Administrator, social workers, nurses and/or the Executive Director) and residents, sponsors (family members, power-of-attorney, guardians), or outside representatives in a ration of not more than one staff member to every two residents, sponsors, or outside representatives.
2. The purpose of the Grievance Committee is to investigate formal grievances to determine validity of the complaint and mediate in the resolution of a complaint if it determined that a violation of the Resident’s rights has occurred.
3. Any grievances may be made without fear of threat or reprisal against the complainant. Furthermore, any resident or family member who feels that a threat or reprisal has already occurred may file a complaint on that regard.
4. If a Resident or sponsor has a complaint of a violation of one of the Resident’s established rights, the complaint should be orally communicated to the nurse on duty, Director of Nursing, Administrator or Executive Director, who shall make every effort, involving the appropriate staff members, to resolve the complaint. If the grievance is not resolved to the complainant’s satisfaction, then the grievance should be submitted to the Grievance Committee. The Grievance Committee will review the complaint independent of the Executive Director prior to meeting with the complainants in order to establish validity.
5. The Grievance Committee, including the Executive Director and/or Administrator, shall then meet with complainants within one week of receipt of the grievance and has ten days to resolve the complaint to the satisfaction of the Grievance Committee and the Complainant, or if ten days have elapsed without correction of the violation, the Grievance Committee shall refer the matter to the Ohio Commission on Aging in accordance with Section 3721.17 of the Ohio Revised Code.
6. The Grievance Committee will meet at least once each year.