

## **GRIEVANCES**

A grievance is defined as a complaint, either written or oral, expressing dissatisfaction with the services provided or the quality of your care that is provided by Senior Care Partners P.A.C.E.

You have the right to file a grievance about anything. Examples are:

- The quality of services you receive in the home, at the Senior Care Partners P.A.C.E. PACE Center, or in any inpatient or housing facility (hospital, nursing home, or assisted living facility)
- Mistakes you feel have been made by Senior Care Partners P.A.C.E.
- Waiting times on the phone or in the waiting/exam room
- Behavior of any of your care providers or program staff
- Senior Care Partners P.A.C.E. PACE Center facilities
- Quality of food provided by Senior Care Partners P.A.C.E. and
- Transportation provided by Senior Care Partners P.A.C.E.

You may file a grievance with any Senior Care Partners P.A.C.E. staff member at any time, either verbally or in writing. If you have a grievance after hours, you may telephone the on-call administrator at 269-488-5460. Once you or your representative has filed a grievance, we will forward your grievance to the Quality Improvement Department who will log the grievance on the grievance log.



Our goal is to resolve participant grievances as quickly as possible. If we need more time to investigate your concerns, we will let you know how long we think it may take. It is the responsibility of our Quality Improvement Department to facilitate and seek a resolution of the grievance as soon as possible but no later than thirty (30) calendar days from the date the grievance is received by Senior Care Partners P.A.C.E. The grievance resolution will be discussed with you if you indicate you want to know the resolution on the grievance form.

During the grievance process we will continue to furnish you with PACE services at the frequency provided in your current plan of care. Your grievance will be kept confidential by all Senior Care Partners P.A.C.E. staff.

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