

Adult Foster Care Home
Participant's Grievance Policy

_____ License Holder

Minnesota Statute 245A.04 Subdivision 1 (d)

An applicant and license holder must have a program grievance procedure that permits persons served by the program and their authorized representatives to bring a grievance to the highest level of authority in the program.

A grievance is a complaint or objection to the treatment or services you receive.

Upon admission to the program you, your primary caregiver, and your legal representative will be given a copy of your rights and this grievance policy. _____, license holder, will explain your rights. You may choose to present your grievances regarding treatment or services directly to _____, license holder, at any time.

The steps in presenting a grievance to _____ the license holder are listed below. Grievances may be made verbally or in writing.

1. First talk with the license holder or their staff about the issue. You may do this on an informal basis. The license holder or their staff should get back to you within two days regarding your complaint.
2. If you are not pleased with the license holder's or staff's response you may make a formal complaint or grievance. (If you previously dealt directly with the license holder's staff you should at this point make your formal complaint to the license holder.) You may ask the license holder or their staff to help you write out your complaint or problem. You do not have to make a written complaint. If you have presented a written grievance, you will receive a written response. The license holder should try to resolve your problem no later than five days after receiving your complaint.

Written complaints should include:

- the date the complaint is being made
 - your name
 - a complete explanation of your complaint including as many details as possible.
 - a description of the action you would like the foster home to take to resolve the complaint or grievance.
3. If the license holder is not able to resolve the issue or you do not agree with their response, you may contact your case manager and ask them to arrange a face to face meeting with you, your primary caregiver, your legal representative, the case manager, and license holder regarding the matter. The license holder may invite the County Licensur to the meeting. You may take this step at any time in the process. The license holder will present a written response to the issues addressed at this meeting within five days after the meeting. This will be the license holder's final response to your complaint. If you do not have a case manager you may ask the license holder to contact the people listed above and schedule the meeting.

4. If they are not able to resolve the issue or you do not agree with the response, you may contact Washington County Community Services either verbally or in writing. The contact number and address are listed below. You may contact the agency anytime you have a grievance.
5. You may also contact an Ombudsman at anytime to help you with any complaint or grievance.
6. You may contact these other agencies in addition to making a formal complaint to the license holder as outlined in steps 2 or 3.

While you are encouraged to follow these steps in sequence, you may submit a grievance beginning with any of the steps listed above. You may also contact an Ombudsman or Washington County Community Services anytime you have a grievance.

All suspected vulnerable adult cases of abuse, neglect, or exploitation need to be reported to the Minnesota Adult Abuse Reporting Center: (844) 880-1574 or mn.gov/dhs/reportadultabuse. All licensing complaints should immediately be reported to the following county agency: Washington County Adult Protection Intake (651) 430-6484.

Office of Ombudsman for Long-Term Care

P.O. Box 64971
St. Paul, MN 55164-0971
1-800-657-3591 (TDD/TTY, please call 711)
(651) 431-2555.

Office of the Ombudsman for Mental Health and Developmental Disabilities

121 7th Place E., Suite 420, Metro Square Bldg.
St. Paul, MN 55101
(651) 757-1800 or 1-800-657-3506 or MN Relay Service 711

Washington County Community Services

14949 62nd St. N.
P.O. Box 30
Stillwater, MN 55082
(651) 430-6455