

GRIEVANCE PROCEDURE FOR

(Name of Facility)

WHAT IS A GRIEVANCE?

A grievance means you have a problem with something.

WHAT CAN YOU DO ABOUT A GRIEVANCE?

You can talk to different people to get the problem solved.

WHO CAN YOU TALK TO?

In the home, you can talk to _____

(Administrator's Name)

(Other Staff Person's Name)

Or you can call your Alta Service Coordinator: _____

(Name and Telephone Number)

Or you can call the Clients' Rights Advocate:

(916) 575-1615 (Protection & Advocacy)

100 Howe Ave., Ste. 240N

Sacramento, Ca 95825

Or you can call your local Ombudsman at:

(916) 376-8910 or 1-800-876-6627 (24-hour toll-free
number for Sacramento, Yolo, Sutter, Placer, Sierra and
Nevada Counties)

Or you can call these numbers:

Colusa Co. Ombudsman 1-800-736-4671

El Dorado Co. Ombudsman (916) 621-6150

Alpine Co. Ombudsman (209) 754-1897

The above grievance procedure was explained to residents/legal guardian or conservator on _____.
(Date)

The grievance procedure will be reviewed with residents/legal guardian or conservator every _____.
(Week/month/year)

The following methods are used to communicate this information to residents/legal guardians or conservators:

Verbal Explanation Only Verbal Explanation w/Photos Written Role Playing

Sign Language Communication Board Other

Foreign Language Understood by Resident

Resident/Resident Representative Signature: _____