

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**: Office of Client's Rights Advocacy (OCRA)
(916) 504-5958
1831 K Street
Sacramento, Ca 95811

Or you can call your local **Ombudsman**: Counties: Sacramento, Placer, Nevada, Sutter,
Sierra, Yolo and Yuba: **(916) 376-8910**
Colusa County: **(800) 822-0109**
El Dorado County: **(530) 642-4860**
Alpine County: **(209) 532-7632**

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 _____
(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

Signature of Consumer or Authorized Representative Date

Signature of Facility Administrator Date