

P. GRIEVANCE PROCEDURE

It is the policy of Bethany Village that complaints and grievances shall be investigated and the result of the investigation shall be reported back to the individual registering the concern within a reasonable time period.

If you or another interested party has a complaint regarding the facility's delivery of services, we encourage you to share this concern with Bethany Village's Social Worker, the Director of Nursing or the Bethany Village Administrator.

While we will try to respond to all concerns raised with us informally, we cannot guarantee that all concerns raised in this manner will be addressed to your satisfaction. To ensure a response, you should file a formal written grievance with us.

1. A Grievance Committee has been established at the facility for review, investigation and disposition of grievances by residents. The Committee is comprised of a social worker or designee, appropriate manager/director, an Administrator and six (6) residents from the resident's respective area (i.e. licensed areas or independent living)
2. If you or an interested party has a grievance or believes that your resident rights have been violated, then you or they may file a grievance with the Grievance Committee.
3. When the Grievance Committee determines a violation of your resident rights has occurred, it will notify the Administrator. If the violation cannot be corrected within ten (10) days or if ten (10) days have elapsed without correction of the violation, the Grievance Committee will refer the matter to the Ohio Department of Health.
4. You or an interested party may file a complaint at any time with the Ohio Department of Health concerning your or their belief that abuse, neglect or misappropriation of your property has occurred at this facility.

If you desire assistance in reducing a complaint to a written grievance, please see your Bethany Village Social Worker and they will facilitate the grievance process.