

SAMPLE Adult Foster Care Complaint and Grievance Procedure

245A.04 subd1 (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.

As a licensed adult foster care provider, I am informing you about the complaint/grievance procedures used in my home. Any person served by this program may express complaints and grievances about this foster care setting.

Any abuse or maltreatment information obtained through this procedure will be reported as required by the Vulnerable Adults Act, MN Statutes section 626.557-626.5573.

Communication between family/legal representative and the provider is essential for the care of the resident. I welcome questions, feedback, or discussions of any kind that affect a positive outcome for the resident. Occasionally, disagreements may arise that cannot be resolved. I have established this complaint/grievance procedure to assist us in working through such a disagreement.

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1. Refer to your Vulnerable Adults Act Summary and Resident's Rights. Keep these forms for your records. They contain important information about the laws that protect the resident.
 2. Contact me directly to discuss any issues that you may have. If we are unable to resolve this issue, follow the steps in #3:
 3. Submit a written complaint/grievance to Goodhue County Health and Human Services, Adult Foster Care License, which includes:
 - a. The date the complaint/grievance is written
 - b. Your name
 - c. A complete explanation of your complaint/grievance with as many details as possible
 - d. Discuss attempts already made to resolve the complaint/grievance with the foster care provider
 - e. Provide a description of the action you would like the foster care home to take to resolve your complaint/grievance

Send this form to: Goodhue County Health and Human Services, Attn: Adult Foster Care Licensing, 426 West Ave., Red Wing, MN 55066.

The licensing social worker will follow the protocol outlines in the Vulnerable Adults Act, county policy, and Adult Foster Care licensing rules to determine the resolution of the complaint/grievance.

4. If you feel that your complaint/grievance has not been satisfactorily resolved, please contact the licensing social worker for further assistance.

Copies of all written complaints/grievances and their resolutions will be reported to the licensing social worker within 30 days. Verbal complaint/grievances and their resolutions will be reviewed as needed. The resident and/or the legal representative will be provided with a copy of this complaint/grievance procedure upon request.