



Quality Assurance, Grievance Policy, & Drop Box Form

According to Section 429.28 F.S. Resident bill of rights: Every resident of a facility shall have the right to:

(l) Present grievances and recommend changes in policies, procedures, and services to the staff of the facility, governing officials, or any other person without restraint, interference, coercion, discrimination, or reprisal. Each facility shall establish a grievance procedure to facilitate the residents' exercise of this right. This right includes access to ombudsman volunteers and advocates and the right to be a member of, to be active in, and to associate with advocacy or special interest groups

It is our facility policy to comply with this rule and law without recrimination. At the time of admission, each resident will be told about their right to approach the administrator in confidence in order to address any issues or concerns.

It is our facility policy to promptly and confidentially address your concerns within a reasonable time frame.

Each resident complaint shall be held in strict confidence and a record of each will be kept in the administrator's confidential file and made available to state agencies. A suggestion-box is located in the living area of our facility. Forms should be located at the drop box or on the adjacent bulletin board. If you need additional forms, please contact the administrator or manager on duty. Additionally, this form can be E-mailed to info@advocatealf.com or submitted on our website at www.AdvocateALF.com

Suggestions, Complaints and Grievances:

Optional:

Name

Date

Phone/E-mail