The Woodlands Grievance Policy

Date:_____ Resident Name(s):_____ Unit:_____

Address:_____

Should any individual disagree with The Woodlands Eastern Shawnee Independent Living Elders Complex ("Department") actions or decisions in implementing any of the Department's policies, an appeal may be made through the following grievance policies and procedures:

1. Non-payment of required monthly payments and any legal action resulting therefrom shall not be considered cause for a grievance hearing.

2. To file a grievance, the resident will have to fill out a grievance form which includes the following information:
   a. Date of complaint;
   b. Name of resident;
   c. Nature of complaint, concerns, or grievance;
   d. Date and action taken by the Department;
   e. Date and action taken by the Woodlands Board (if required); and
   f. Dated copy of resolution sent to filing resident.

3. **Grievance Procedure – Step 1 (Department Director)**
   a. Upon receiving written notice of grievance, the Department Director (or designee) may wish to investigate the grievance further before meeting with the aggrieved resident. In any event, the Department Director (or designee) shall arrange to meet with the resident within five (5) working days after notification of the grievance. The Department Director (or designee) may desire to have one other member of the Department staff present at the discussion, although this is not required.
   b. The Department Director's (or designee's) decision shall be conveyed in writing to the resident at the meeting or within ten (10) working days following the conclusion of the meeting. If the grievance is settled at this step, no further action is taken. A copy of the Department Director's (or designee's) decision is retained in the resident's file.
   c. If the resident is not satisfied with the Department Director's (or designee's) decision, the resident may request a hearing before the Woodlands Board.

4. **Grievance Procedure – Step 2 (The Woodlands Board)**
   a. The Woodlands Board shall consider the resident's written appeal of the Department Director's (or designee's) decision in the grievance within ten (10) days after receiving the appeal.

b. The Department Director (or designee) shall submit all information available from Step 1 to the Board. After review of the information available, the Board may decide to further investigate the grievance and reconsider the decision or they may uphold the decision reached by the Department Director (or designee) in Step 1.
c. If the Board desires to investigate the grievance further, they may request the resident, the Department Director (or designee), and any other staff or witnesses to appear before them. A final decision by the Board should be determined by a majority vote with a quorum of the Board present.
d. The Board's decision shall be conveyed in writing to the resident within five (5) working days following the conclusion of the grievance hearing in which disposition of the cause is determined, with copies distributed to the Department Director (or designee) for inclusion in the resident's file.
e. The Board's action will be considered as satisfying the Department's obligation regarding the consideration of resident grievances.
f. If the resident desires further action, s/he may exercise his/her rights to present his/her case before the appropriate administrative agency or before the appropriate court.

_____ _____

Resident Date

_____ _____

Resident Date