

Post Test- Grievance Policy and Procedure

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Post Test – Grievance Policy and Procedure

Question	True or False
1. Residents and their representatives have the right to voice grievances to the facility or other outside entity that hears grievances without discrimination, reprisal and without fear of discrimination or reprisal.	
2. If a resident complains all the time, we should just ignore the complaints and do nothing about them.	
3. The facility Grievance Official is responsible to oversee the grievance process and will complete investigations in order to find a solution to the concern.	
4. Once a resident makes a complaint, the facility can take its time to investigate and find a resolution to the complaint.	
5. The Resident Council complaints or concerns are part of the overall facility grievance policy and the Grievance Official needs to be involved.	
6. Any employee of this facility who receives a complaint shall immediately attempt to resolve the complaint within their role and authority.	

Employee Printed Name _____ Date: _____

Employee Signature: _____