

Post Test Answer Key- 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.	True
2. If a resident complains all the time, we should just ignore the complaints and do nothing about them.	False – all complaints and concerns should be reviewed, investigated and resolved
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.	True
4. Once a resident makes a complaint, the facility can take its time to investigate and find a resolution to the complaint.	False –prompt resolution is required
5. The Resident Council complaints or concerns are part of the overall facility grievance policy and the Grievance Official needs to be involved.	True
6. Any employee of this facility who receives a complaint shall immediately attempt to resolve the complaint within their role and authority.	True - If a complaint cannot be immediately resolved the employee shall escalate that complaint to their supervisor and the facility Grievance Official

Employee Printed Name _____ Date: _____

Employee Signature: _____

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