

## **44\_73\_11\_10 Grievances**

A resident's grievance may be in writing or oral and may relate to treatment furnished, treatment that has not been furnished, the behavior of other residents, and infringement of the resident's rights. A facility shall adopt a grievance process and make the process known to each resident and to the resident's immediate family. The grievance process shall include the facility's efforts to resolve the grievance and documentation of:

**(1)**

The grievance;

**(2)**

The names of the persons involved;

**(3)**

The disposition of the matter; and

**(4)**

The date of disposition.