

## **54407 Grievance Procedure**

### **(a)**

Each adult day health care provider shall establish and maintain a procedure for submittal, processing and resolution of grievances of participants regarding care and administration by the provider. Such procedure shall be approved by the Department and shall provide for the following: (1) Recording each grievance in writing. (2) Maintaining a log of all grievances submitted, including notes on progress towards resolution. (3) A written finding of fact and decision within 30 days of the recording of any grievance received. (4) Transmittal of the following to the participant within five days of decision: (A) A written copy of the finding of fact. (B) An explanation of the decision concerning the grievance. (C) Information concerning the participant's right to a fair hearing in accordance with Section 54409.

### **(1)**

Recording each grievance in writing.

### **(2)**

Maintaining a log of all grievances submitted, including notes on progress towards resolution.

### **(3)**

A written finding of fact and decision within 30 days of the recording of any grievance received.

**(4)**

Transmittal of the following to the participant within five days of decision: (A) A written copy of the finding of fact. (B) An explanation of the decision concerning the grievance. (C) Information concerning the participant's right to a fair hearing in accordance with Section 54409.

**(A)**

A written copy of the finding of fact.

**(B)**

An explanation of the decision concerning the grievance.

**(C)**

Information concerning the participant's right to a fair hearing in accordance with Section 54409.

**(b)**

The participant may request a fair hearing by the Department within 10 days following receipt of written decision concerning the grievance.