



Help *at* Home®

Care to Live Your Life.

## Gather and Grow!

Complaints and Grievances – Home  
Health licenses



# Complaints VS Grievance

**Complaint** – any formal or informal verbal expression of dissatisfaction with care or service that is expressed by the client/family that IS solved at that time by staff present.

**Grievance** - any formal or informal verbal expression of dissatisfaction with care or service that is expressed by the client/family that is NOT solved at that time by staff present.

- any formal or informal WRITTEN expression of dissatisfaction. Any complaint regarding abuse, neglect, exploitation, fraud, harm, other non-compliance.

**Who can make a complaint?** – client, client family, or caregiver

**Who can take a complaint?** – any internal staff member. RNCM, BM, CS, RS, Administrator

**Who can resolve a complaint?** – any internal staff member. Can this complaint be remedied immediately by that internal staff member?

## What should you do if you receive a complaint?

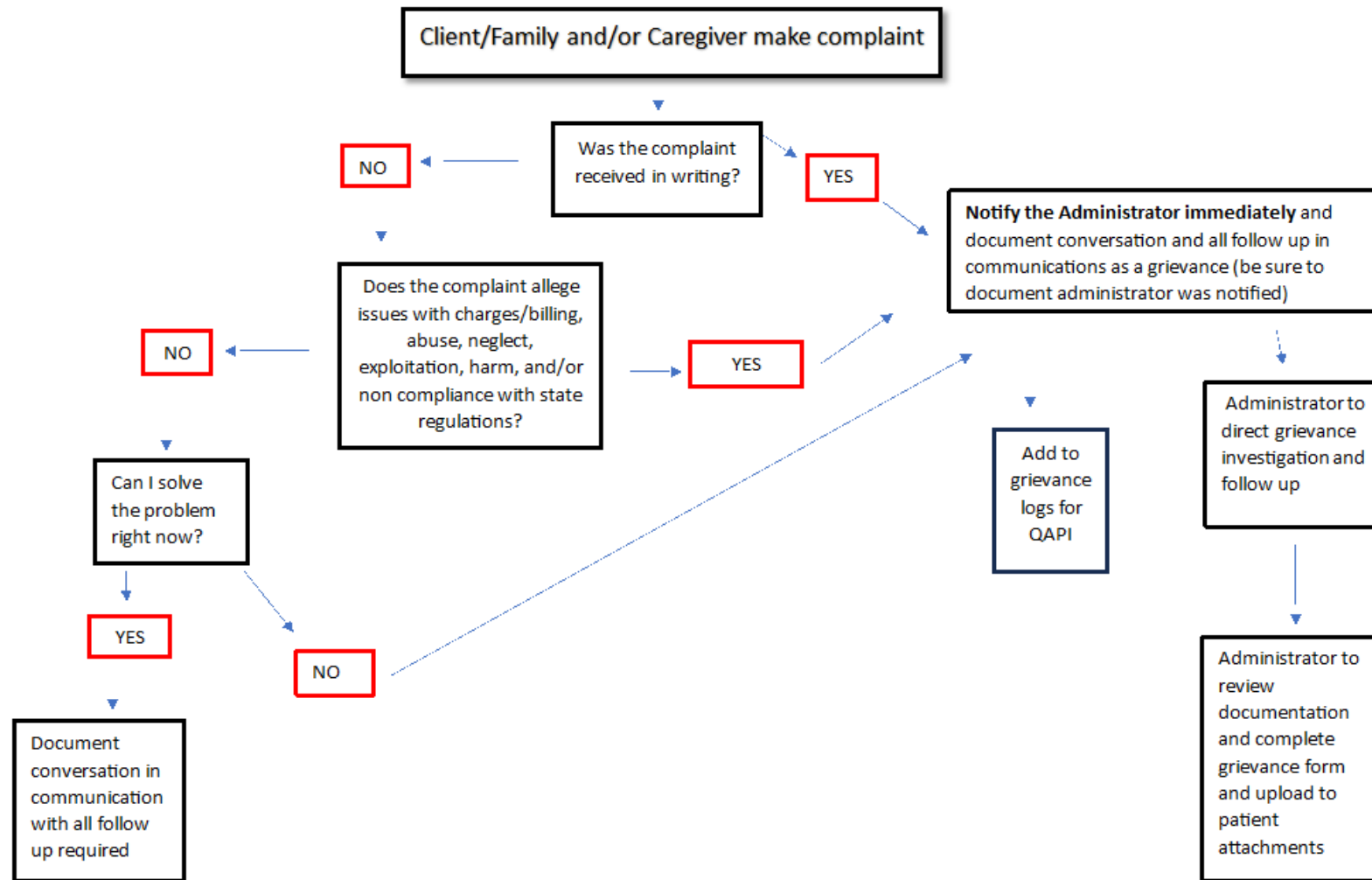
- Listen and obtain as much info as you can
- Apologize and reassure them you will look into the situation to resolve as soon as possible
- Report the complaint to your Branch Manager
- Document in communications



The Branch Manager and the Administrator can determine if the complaint should be considered a Grievance.



# Grievance Decision Tree



Reference: [Complaints and Grievances HAH.pdf](#)

# Grievance Check List

## Once complaint received is identified as a grievance:

1. Notify Administrator (if no HHA or skilled nurse involvement, notify Homecare Administrator)
2. Document initial complaint received in communications as **Grievance/Complaint** and include the notification of Administrator within your note. Must sign note with your name and title.
3. If applicable, remove caregiver from schedule pending investigation and document attempts to fill open shifts
4. Request written statements from all parties involved
5. Notify RNCM
  - o RNCM to perform follow up visit if applicable and document
  - o RNCM to notify MD if applicable and document
  - o RNCM to complete IR in Riskconnect if applicable
6. Notify APS/CPS if applicable and document and/or upload the communication if completed via fax or email
7. File Navex report if applicable -- <https://helpathome.navexone.com/> or call 1-844-769-0288
8. If law enforcement is involved, request a copy of the police report
9. Complete IR in state portal if applicable (BM or RNCM)
10. Add to Grievance log
11. Additional notes will be labeled as Grievance/Complaint. Must sign notes!

**Follow direction from Administrator throughout investigation. Ask questions if you are unclear on steps.**

Finally, must identify cause of complaint and address and document steps that were taken to prevent recurrence (re-education/disciplinary action).



# Complaints & Grievances Policy

[Complaints & Grievances Policy \(HAH\) – Help at Home Knowledge Center](#)

[Complaints and Grievances \(Adaptive\) – Help at Home Knowledge Center](#)

Complaint to the State Dept of Health will trigger visit for complaint survey.

\*\*Reminder that Grievance logs are a part of your office QAPI logs and are housed on the A/H Drives

Documents > H Drive > QAPI

Name	Modified	Modified By	File Size	+ Add column
Anderson	April 6, 2022	SharePoint App	5 items	
Bloomington	November 4, 2021	EMILY SCOTT	5 items	
Crown Point	October 27, 2023	ASHLEY PATTON	1 item	
Evansville	November 4, 2021	EMILY SCOTT	7 items	
Ft. Wayne	November 4, 2021	EMILY SCOTT	9 items	
Greenwood	April 6, 2022	SharePoint App	4 items	
Indianapolis Avon	January 4, 2022	EMILY SCOTT	9 items	
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# Questions??





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