Add to grievance logs for QAPI

**Notify the Administrator immediately** and document conversation and all follow up in communications as a grievance (be sure to document administrator was notified)

Document conversation in communication with all follow up required

Can I solve the problem right now?

NO

Does the complaint allege issues with charges/billing, abuse, neglect, exploitation, harm, and/or non compliance with state regulations?

NO

Was the complaint received in writing?

Client/Family and/or Caregiver make complaint

YES

YES

Administrator to direct grievance investigation and follow up

YES

NO

Administrator to review documentation and complete grievance form and upload to patient attachments

Reference: [Complaints and Grievances\_HAH.pdf](https://cjinhelpathome324-my.sharepoint.com/personal/mbundy_helpathome_com/_layouts/15/guestaccess.aspx?share=EZ18nKREjjFNi9JSyJfIqSIBNQ64ImmAGFZ36EcE3Iu4yA&e=XI6Orp)