**Grievance Checklist**

**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
   1. RNCM to perform follow up visit if applicable and document
   2. RNCM to notify MD if applicable and document
   3. RNCM to complete IR in Riskonnect 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.**