



HOW TO FILE A CONCERN (Grievance)

Your care is important to us! We welcome your input and encourage you to voice or file a concern (grievance) should you have any concerns.

You or your advocate may file a concern orally or in writing. Concern Forms are available in the lounge across from the concierge desk on the first floor and across from the nurse's station on the second floor. Concerns may be deposited anonymously in the locked Concerns & Suggestions Box located in the same location as the forms. Staff are happy to assist you in locating the Concern Forms or locked Concerns & Suggestions Box as needed.

You may also voice your Concern to any staff member or our Administrator, Mary Ellen Dunham. Our staff members are trained to assist residents and their advocates with filing a Concerns Form.

All Concerns will be handled confidentially. You can expect a resolution to your concern within 7 days. You may receive the response in writing upon request.

Below is the Contact Information for filing a Grievance:

Grievance Official at The Prospect-Woodward Home Health Center:

	Mary Ellen Dunham
Business Address:	100 Wyman Rd. , Keene, NH 03431
Business E-mail:	dunhammaryellen@lcsnet.com
Business Phone #:	603-283-5150 ext. 518

You may also contact The Department of Health and Human Services:

Business Address:	129 Pleasant Street, Concord, NH 03301
Phone Numbers:	Adult Protection
603-271-9203	603-271-7014
800-351-1888 toll free	800-949-0470 toll free
800-735-2964 TDD Access Relay	603-271-4743 fax

NOTE: See the posted contact numbers for the Corporate Compliance Line/Ombudsman and state agencies including State Survey Agency.

***A COPY OF THE GRIEVANCE POLICY IS AVAILABLE UPON REQUEST.**