

We Are Listening!

We understand that sometimes there are things that may be a problem or concern to you and we want you to tell us about it. We will be sure to get back to you on how we plan to fix your concern. A grievance is a complaint, either written or oral, expressing dissatisfaction with service delivery or the quality of care furnished.

Participant Name:	Date Received:
Complainant:	Relationship to Participant:
Phone Number:	
Provide a summary of the Grieva (Include the date of the event and a necessary.)	nce: brief description of the grievance. Use back of page if
Completed By:	Date:
Directions: Complete Form Su	abmit to Center Director Give Copy to Participant
Explanation of Process:	
	time, either verbally or in writing. Submit the completed
	mail to the address below. If you have a grievance
during or after hours, you may cal	1 803-268-5300. TTY users should call 866-884-9856. If

you prefer to fax the form, send to 803-268-5302. If you prefer to mail the grievance form,

mail to:

Orangeburg Senior Helping Center 153 Founders Court

Orangeburg, SC 29118

Once you or your representative has filed a grievance, we will place your grievance in our grievance log at the Orangeburg Senior Helping Center. You will be notified in writing within five (5) business days that we received your grievance.

Our goal is to resolve participant grievances within one (1) calendar day, however it may take longer. If we need more time to investigate your concerns, we will let you know how long we think it may take. It is the responsibility of our Center Director to investigate and seek a resolution of the grievance as soon as possible but within thirty (30) calendar days from the date the grievance is received by the Orangeburg Senior Helping Center. The grievance and the resolution to the grievance will be discussed with you, and a final decision will be sent to you in writing within five (5) calendar days of resolving the grievance. If you or your family member/representative are dissatisfied with the outcome of the grievance resolution, you can take further action by contacting the Orangeburg Senior Helping Center at 803-268-5300 within thirty (30) calendar days of the proposed resolution. All efforts will be made by Senior Helping Center to Orangeburg resolve the ongoing family member/representative in writing of the final vou and/or and inform vour proposed resolution within thirty (30) calendar days.

During the grievance process we will continue to furnish you with PACE services at the
frequency provided in your current plan of care. Your grievance will be kept confidential by all
Orangeburg Senior Helping Center staff.

