



A Better Solution In Home Care

Complaint Policy

A Better Solution In Home Care has a process in place for dealing with discrepancies in service delivery, understanding, importance, direction and breach of practice to ensure prompt and equitable resolution of complaints. Whenever possible, client complaints should first be communicated to ABS's Staffing Department and/or a manager and we will do everything possible to resolve concerns. Exceptional client and customer service is our primary goal and we are always interested in hearing from our valued clients. In the event a grievance/complaint is not able to be handled informally or is of such a nature that a more formal process is preferred, the procedures below should be followed.

PROCEDURES

1. All clients shall have access to grievance/complaint procedures.
2. Management shall inform clients about their right to file a grievance/complaint.
3. Clients, who intend to file or who file a grievance/complaint, shall not:
 - a. be retaliated against or discriminated against
 - b. be coerced or have their actions interfered with
4. Management shall ensure that clients who intend to file or who file a grievance/complaint are free from fear of retaliation, coercion and/or discrimination.
5. The Agency shall utilize the following procedure for grievances/complaints:
 - a. Clients are asked to prepare a written submission of the grievance/complaint within one week of the incident/issue. All available facts and/or materials should be included if possible. Complaints should be sent to:

Lori Senyk, Administrator
lori@absihc.com
877-585-9011
42280 Watling Ct.
Chantilly, VA 20152
 - b. Complaint is logged in Complaint Log for tracking and follow up.
 - c. Administrator or Alternate Administrator contacts the complainant within 48 hours of receiving complaint to acknowledge receipt and discuss concerns.
 - d. Resolution of grievance/complaint shall include:
 - i. investigation of the dispute
 - ii. presentation of findings; and,
 - iii. communication of the resolution
 - e. If the Manager/Administrator fails to bring a satisfactory resolution to the grievance/complaint, clients have the right to consult with an external body such as the Long-Term Care Ombudsman or the Virginia Department of Health, Office of Licensure and Certification (OLC).

The Ombudsman can be reached at:
24 East Cary Street
Richmond, VA 23219-3796
(804) 343-3000
(800) 989-2286

Office of Licensing and Certification (OLC) can be reached at:
9960 Maryland Drive, Suite 401
Henrico, VA 23233-1463
(800) 955-1819
(804) 367-2106
 - f. Clients may withdraw a grievance/complaint, in writing, at any stage of the process.