Post Test Answer Key-

Grievance Policy and Procedure

**Post Test – Grievance Policy and Procedure**

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| **Question** | **True or False** |
| 1. Residents and their representatives have the right to voice grievances to the facility or other outside entity that hears grievances without discrimination, reprisal and without fear of discrimination or reprisal.
 | **True** |
| 1. If a resident complains all the time, we should just ignore the complaints and do nothing about them.
 | **False** – all complaints and concerns should be reviewed, investigated and resolved  |
| 1. The facility Grievance Official is responsible to oversee the grievance process and will complete investigations in order to find a solution to the concern.
 | **True** |
| 1. Once a resident makes a complaint, the facility can take its time to investigate and find a resolution to the complaint.
 | **False** –prompt resolution is required  |
| 1. The Resident Council complaints or concerns are part of the overall facility grievance policy and the Grievance Official needs to be involved.
 | **True** |
| 1. Any employee of this facility who receives a complaint shall immediately attempt to resolve the complaint within their role and authority.
 | **True** - If a complaint cannot be immediately resolved the employee shall escalate that complaint to their supervisor and the facility Grievance Official |

Employee Printed Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_