 Cretsinger Care Homes. Ltd.

PO Box 279 ~ Battle Creek MI 49016 ~ (269) 964-8292

www.cretsingercarehomes.com

***GRIEVANCE/COMPLAINT PROCEDURE***

 As a resident of a ***CRETSINGER CARE HOMES, LTD.*** licensed adult foster care facility, I am aware that if I have a complaint regarding safety, staff treatment or any other issues, I can:

 1. Discuss my complaint with any home staff, who will make every effort to correct the situation.

 2. Discuss my complaint with the home manager, who will make every effort to correct the situation.

3. Contact the homeowner, Bob Cretsinger at (269) 721-3792. I understand the home staff will cooperate and assist me to do this if I am unable to do it myself.

 4. If I feel it is necessary, all parties will meet together to discuss and attempt to resolve the complaint.

 5. If I feel my complaint has not been resolved, I may contact my casemanager at my placement agency. Or if I do not have a casemanager, I may contact Adult Protective Services at 966-1284. The homeowner or home staff will provide me with the assistance to do this if I am unable to do it myself.

 6. I am aware that I have the right to contact the Adult Foster Care licensing consultant for the facility in which I reside to file a complaint. The name and phone number of that person will be provided to me by the homeowner at my request.

My signature below indicates that I have read and understand my choices when I have a complaint.

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 Resident Signature (or Representative) Date

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 Witness Date