GRIEVANCE PROCESS

In the event that you have a complaint about any of the services you receive from the Caregiver Resource Center OC (CRCOC), a program of Providence St. Jude Medical Center, you have the right to file a complaint and obtain timely resolution. If you speak limited or no English, your complaint will be taken through an interpreter, at no charge to you.

All information is confidential and HIPAA protected during this process.
This process shall take no longer than 5 business days.

1. If you have a complaint/grievance call the CRCOC's main office line: **800-543-8312**. Tell the receptionist that you would like to speak to the Supervisor on Duty. *If you do not speak English, please ask a friend or family member to assist you with this step. Please ask that person to speak with the Supervisor on Duty and tell the Supervisor that you need to use an interpreter to register a complaint*.

2. The Supervisor on Duty will listen to and register your complaint. When possible, the Supervisor will take steps to resolve the situation at that time. If this is not possible, he or she will identify the next steps to be taken toward resolution. *Complaints and resolutions will be registered in the Client Complaint Notebook, which can be found in the Program Director's Office.*

3. In the event that immediate resolution is not possible, the Supervisor will provide you with timely updates about progress toward resolution. *These steps will be registered in the Client Complaint Notebook.*

4. You will be notified when resolution has been reached **within 3 business days**. At your request or upon determination of the CRC OC's Leadership Team, the resolution may be communicated in writing. *These steps will be registered in the Client Complaint Notebook.*

5. If you are dissatisfied with the action taken, you have the right to appeal to the CRCOC Program Director. The Program Director will review the complaint and action taken, within 2 business days of receiving an appeal, the Executive Director may amend, change, or reverse any action taken. *These steps will be registered in the Client Complaint Notebook.*

6. If you are dissatisfied with the findings of the Program Director, you may appeal to the Providence St. Jude Medical Center's Director of Community Benefit, and/or the Executive Director of Quality Management for review. The Program Director will provide you with the appropriate means of contacting either of these parties. If resolution is not reached at this level, the complaint/grievance will be referred to the Providence St. Jude Medical Center's Quality Council.

7. All grievance information from the Client Complaint Notebook is concurrently recorded in the Providence St. Jude Medical Center incident reporting system electronic portal, for review when needed by the Quality Council for adjudication.

8. If you remain unsatisfied with the findings. You can choose to appeal to the Orange County Office on Aging at 714.480.6450 and/or obtain more information on their website: https://officeonaging.oc.gov/ to file.

130 W. Bastanchury Rd., Fullerton CA 92835
CRC OC Phone: 714-446-5030 or 800-543-8312 FAX 714-446-5996

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