

*Washington State Long- Term Care Ombudsman Program  
Grievance Procedure*

**STEP 3**

MULTI-SERVICE CENTER  
PERSONNEL COMMITTEE

→ **FINAL DECISION**  
**STOP**



**NOT RESOLVED**



**STEP 2**

STATE LONG-TERM CARE  
OMBUDSMAN

→ **RESOLVED**  
**STOP**



**NOT RESOLVED**



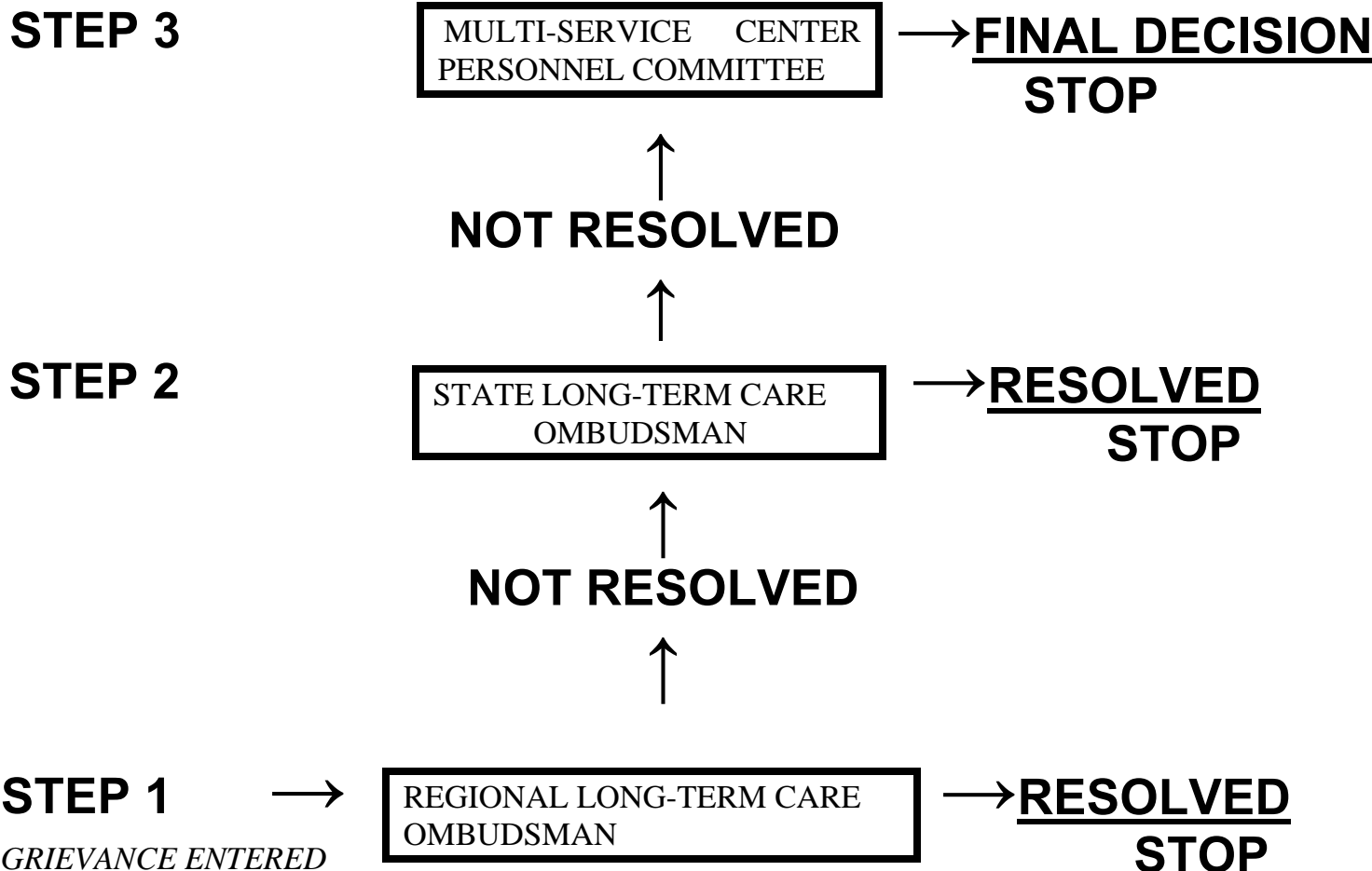
**STEP 1**



*GRIEVANCE ENTERED*

REGIONAL LONG-TERM CARE  
OMBUDSMAN

→ **RESOLVED**  
**STOP**



Grievance Procedures:

WAC 365-18-060 (12) Requires the State Ombudsman to establish a grievance procedure for the purpose of providing an appeal process for any individual dissatisfied with the actions of any ombudsman. The highest level of appeal shall be the contractor and the contractor's governing board. The grievance procedure is not intended to supplant any contracting or subcontracting agencies internally established grievance procedure for disputes not related to ombudsman duties.

*Purpose: To be responsive to concerns of others regarding performance of an individual ombudsman or an ombudsman program, policy, etc. All grievances shall be documented and an outcome and any relevant action will be identified. This will assure quality control, identify any additional training needs, or interference with ombudsman duties, etc.*

In General: A complaint about a volunteer or staff ombudsman: A basic premise is to promptly resolve the grievance at the local level.

*Volunteer or staff ombudsman*

- Complaint about volunteer/staff ombudsman will be directed to the regional ombudsman.
- RLTCO shall investigate the complaint and fact find from all parties *within five working days*.
- The nature of complaint and the investigation shall be promptly documented.
- A response back to the complainant shall be given and will include the number of the state ombudsman's office if the complainant wishes to take the grievance up to the next level. The response shall be given *within seven working days*. A copy of the LTCOP grievance process shall be included.

*Regional Ombudsman*

- A complaint about regional ombudsman shall be directed to the state ombudsman's office.
- The state ombudsman's office shall investigate the complaint and fact find from all parties *within 14 working days*
- The nature of complaint and the investigation shall be promptly documented.
- A response back to the complainant shall be given *within 14 working days* and will include the number of the Chief Executive Officer of the South King County Multi Service Center if the complainant wishes to take the grievance up to the next level.
- The outcome shall be documented in a timely manner.

*State Ombudsman Staff*

- A complaint about the state ombudsman staff shall be forwarded to the State Ombudsman.
- The State Ombudsman promptly shall investigate the complaint and fact find from both parties *within 14 working days*.
- The nature of complaint and the investigation shall be promptly documented.
- A response back to the complainant shall be given and will include the name of the SKCMSC Chief Executive Officer if the complainant wishes to take the grievance up to the next level.
- The outcome shall be documented in a timely manner.

*State Ombudsman*

- A complaint about the State Ombudsman shall be forwarded to the Chief Executive Officer (CEO) of the South King County Multi-Service Center.
- The CEO shall promptly investigate the complaint and fact find from both parties *within 14 working days*.
- The nature of complaint and the investigation shall be promptly documented.
- A response back to the complainant shall be given and will include the name of the SKCMSC Personnel Committee Chair if the complainant wishes to take the grievance up to the next level. A request for a hearing before the Personnel Committee must be made in writing within five (5) working days of the decision.
- The outcome shall be documented in a timely manner.

The highest level of appeal shall be to the Personnel Committee of the South King County Multi-Service Center governing board. The Personnel Committee shall consider the grievance within no more than 14 calendar days following written receipt of the request for a hearing. The Committee may request additional meetings to consider the matter and may convene witnesses as required in evaluating the relevant circumstance involved in the grievance.

The decision regarding the disposition of the grievance shall be made by a majority vote of the Committee. The decision of the Committee shall be put into writing and copies given to the complainant, the Chief Executive Officer, the State Long-Term Care Ombudsman and the Committee Chairperson in the Committee's minutes. The Committee's decision is final and not subject to further review.

## Grievance Standards

**Basic:** All programs adhere to the statewide grievance procedures. For example all grievances are investigated, documented, and have appropriate follow-up.

**Exemplary:** The grievance process is used as a quality assurance tool.

**Not meeting the standard:** Not responding to, investigating, documenting or resolving grievances.