

Policy Number: FA ADM 057.3  
Subject: Concern/Grievances  
Approved: December 2013  
Approved by: William D'Amico N.H.A

**SUBJECT:** Concern/Grievance

**POLICY:** Fair Acres Geriatric Center will provide every resident/resident representative with the opportunity to report a concern/grievance orally or in writing. Residents/resident Representatives are aided, as needed, with completing the concern/grievance form. A resident/resident representative has the right to report a concern/grievance to the facility or other agency or entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal. Oral report of a concern will be transcribed onto the Resident/Resident Representative Concern/Grievance form by the person receiving the report. A social worker, nurse, supervisor, manager, or director will work to resolve the concern/grievance as quickly as possible. It is not mandatory that a written concern/grievance form be submitted if a concern can be quickly resolved by an immediate response resolving the concern/grievance. Residents will be protected from further violations of resident rights during any/all investigations. A Resident/resident representative can file a concern/grievance anonymously by placing their concern in the concern/grievance boxes located in the lobby of building 8, in the lobby of building 5&6, by mailing or calling concern to the Grievance Official. Concern/grievance forms will be in the lobbies, and at each nurses station. The Grievance Official is responsible for overseeing the concern/grievance procedure. The grievance official tracks all concerns/grievances through to their conclusion.

**Fair Acres' Grievance Official:** Denise Gallagher, Director of Social Services

**Telephone number:** 610-891-5852

**Mailing Address:** 340 North Middletown Road, Media PA 19063

**Email Address:** [gallagherd@fairacres.org](mailto:gallagherd@fairacres.org)

**RESPONSIBILITY:** All staff

**PROCEDURE:**

1. The resident/resident representative will report or give the concern/grievance form to a social worker, nurse, supervisor, manager, director, or place in the grievance box.
2. All concerns/grievance forms will be submitted to the Grievance Official within 3 business days.
3. The Grievance Official will review and track every concern/grievance.
  - Concerns/grievances will be reviewed for systematic trends and discussed at QAPI.
4. The Grievance Official or designee will check the concern/grievance boxes twice weekly.
  - Concern/grievance forms will be replenished as needed.

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5. After reviewing each concern/grievance, the Grievance Official will provide the concern/grievance to the department/s involved for resolution.
6. The person/s resolving the concern/grievance will notify the resident/resident representative of concern/grievance resolution in a timely manner. *Facility staff are responsible for making prompt efforts to resolve a concern/grievance and to keep the resident appropriately apprised of progress toward resolution.*
  - The resident/resident representative may request a copy of the concern/grievance resolution.
7. The person/s who completes the concern/grievance will provide a copy of the completed concern/grievance to the Grievance Official, Administrator, and the director of any department involved with the concern/grievance.
8. If the concern/grievance reveals a violation of resident rights, appropriate corrective action, including any regulatory reporting, shall be taken, immediately reporting all alleged violations involving neglect, abuse, including injuries of unknown source, and/or misappropriation of resident property, by anyone furnishing services on behalf of the provider, to the administrator of the provider; and as required by State law.
9. Fair Acres Geriatric Center will maintain evidence demonstrating the resolution of all concern/grievances for three years.
10. Residents have the right to also file a concern/grievance with:
  - i. U.S. Department of Health and Human Services – 1-800-447-8477
  - ii. The Pennsylvania Department of Health (PA DOH) – 1-800-254-5164\
  - iii. The Lionville Field Office of the PA DOH – 1-610-594-8041
  - iv. The Pennsylvania Department of Aging – 1-717-283-7247
  - v. The County Office of Services for the Aging (COSA) – 610-490-1300
  - vi. Local Ombudsman – 610-872-1868
  - vii. The Pennsylvania Office for Professional Compliance – 1-800-822-2113
  - viii. Quality Insights – 1-877-346-6180
11. Upon request a copy of the Concern/Grievance Policy will be provided to the resident/resident representative.

