

**410 IAC 16.2-3.1-7 Grievances**

Authority: IC 16-28-1-7; IC 16-28-1-12

Affected: IC 16-28-5-1

Sec. 7.

(a) A resident has the right to the following:

(1) Voice a grievance without discrimination or reprisal. Such grievances include those with respect to treatment which has been furnished as well as that which has not been furnished.

(2) Prompt efforts by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents.

(3) Recommend changes in policy and procedure, and receive reasonable responses to their requests without fear of reprisal or interference.

(b) Each facility shall develop and implement policies for investigating and responding to complaints and grievances made by an individual resident, a resident group, a family member, or family group or other individuals.

(c) For purposes of IC 16-28-5-1, a breach of:

(1) subsection (a)(1) is a deficiency; and

(2) subsection (a)(2), (a)(3), or (b) is a noncompliance.

*(Indiana State Department of Health; 410 IAC 16.2-3.1-7; filed Jan 10, 1997, 4:00 p.m.:*

*20 IR 1531, eff Apr 1, 1997; readopted filed*

*Jul 11, 2001, 2:23 p.m.: 24 IR 4234; readopted filed May 22, 2007, 1:44 p.m.: 20070613-IR-410070141RFA)*