

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HEALTH**  
Chapter 32 of Title 22 DCR

**3233 GRIEVANCES**

3233.1 Each facility shall provide each resident, or Resident's Representative, an opportunity to file a grievance with the Administrator, either orally or in writing, concerning any aspect of the resident's care, treatment or living conditions at the facility.

3233.2 Each facility shall provide each resident a written form on which a grievance may be filed, and an opportunity to file a copy of the grievance with the Director.

3233.3 If a grievance is filed orally, the Administrator shall ensure that the grievance is immediately reduced to writing and sets forth the name of the resident, date and time of the grievance, and the specific details of the grievance. The facility shall ensure that the resident has an opportunity to review the grievance as recorded and to file a copy thereof with the Director.

3233.4 The Administrator or designee of each facility shall review each grievance filed within seventy-two (72) hours of its filing and shall respond in writing to the resident or the Resident's Representative within five (5) business days.

3233.5 Each facility shall use its best efforts to resolve each grievance as soon as practicable, and shall report to the resident and the Resident's Representative on the status of the resolution of the grievance at least every thirty (30) days.

3233.6 Facility records on grievances shall be maintained by the facility for at least three (3) years after the date of filing and shall be available to the Director.