

PROCEDURE FOR HANDLING COMPLAINTS

Grievances should be presented to WSL in a timely manner.

If the Resident has a complaint that is not resolved independently, the following is recommended:

- The Resident shall direct his or her concern to a WSL staff person, who will take responsibility for involving a supervisor who will investigate and attempt to resolve the issue.
- Resident or Resident Parties shall complete a Complaint Form available from the Concierge.
- A prompt response to the Resident's concern will be given verbally and if desired, in writing.
- If a satisfactory response is not received, the complaint may be addressed to the CEO. The complaint may also be submitted in writing to DHHS or by calling 1-800-852-3345.

Department of Health and Human Services
Health Facilities Licensing Unit
129 Pleasant Street
Concord, NH 03301

- Complaints may also be submitted by contacting the Office of the Long-Term Care Ombudsman at 1-800-442-5640.

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