

Complaint Policy

The foregoing parties hereby acknowledge this as part of the original Resident Admission Agreement which was executed between these parties.

Our facility endeavors to satisfy our residents and families to the best of our abilities. In an effort to maintain our high level of satisfaction, we encourage our residents, families & visitors to bring forward any concerns or complaints regarding any problems or complaints pertaining to the service received in our facility. We cannot address your concerns unless we are informed. Any complaints or concerns submitted shall receive a written response within two business days coupled with the resolution to your submitted problem.

To assure the opportunity for complaints to reach the licensee, anyone desiring to do so may meet directly with the facility Administrator to discuss any complaint issues; office hours are Monday through Friday 8 am to 5 pm. The administrator shall give a complete report to the licensee of any complaint received during this meeting and the facility shall follow up with a written response.

Every substantiated complaint or citation against this facility shall be available to the public by contacting the facility administrator. These records shall be kept in the office and may be reviewed during normal business hours. Copies of the results of department investigations and surveys or to make a complaint, or to speak with a licensing representative, please contact:

Community Care Licensing
Orange Senior Care Local Unit
770 The City Drive Suite 7100
Orange, California 92868
(714) 703-2840

OR

Long-Term Care Ombudsman Orange County
1971 E. 4th Street.
Santa Ana, California
(714) 479-0107

Acceptance of Complaint Policies: My signature below as “resident” or “responsible party” indicates that I understand the facility’s Complaint Policy and will honor it.

Signature of Resident

Date

Signature of Responsible Party

Date

Signature of Facility Representative

Date