**FOCUS SAMPLE REVIEW CHECKLIST**

**COMPLAINTS/GRIEVANCES**

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| **Agency/Area Program:** | **Reviewer Name:** |
| **Focus Sample Individual name/#:** | **Review Date:** |
| BASED ON **OBSERVATIONS/INTERVIEWS**  THE FOLLOWING IS PRESENT | YES/NO/NA – NOTES FROM **OBSERVATIONS/INTERVIEWS** |
| **COMPLAINTS AND GRIEVANCES (404 NAC 5-003)** | |

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| The provider must promptly address complaints and grievances filed with the provider on behalf of participants served. The provider’s process to address complaints and grievances must: |  |
| **404 NAC 5-003(A)**  Be made available to participants, legal representatives, staff, and other representatives. Utilization of the provider’s process is voluntary and is not meant to deny or delay a participant’s right to file a complaint elsewhere or to access the legal system; |  |
| **404 NAC 5-003(B)**  Be convenient to the participant; |  |
| **404 NAC 5-003(C)**  Include time frames and procedures for review of complaints and grievances and the provision of a response; |  |
| **404 NAC 5-003(D)**  Be reviewed by the provider with the participant and his or her legal representative, where applicable; and |  |
| **404 NAC 5-003(E)**  Include the right to access the court system. |  |
| The provider must maintain documentation of the receipt of all complaints and grievances, the resolution, and the response to the complainant. |  |