



Know Your Rights

Voice Grievances

You have the right to voice grievances (complaints) to the facility without fear or worry.

Every facility must have a formal way for you to share your concerns with staff. This can be called “filing a grievance.”

The facility must:

- Choose a staff person to handle grievances.
- Make grievance forms available.
- Allow you to file grievances without sharing your name.
- Allow you to share grievances verbally or in writing.
- Provide contact information for other agencies like the Minnesota Department of Health and the Office of Ombudsman for Long-Term Care.

Some reasons you may file a grievance

- You are not getting the kind of care you need.
- Staff are not following your wishes.
- You have long call light wait times.
- You have any other concerns.

Submitting a grievance gives you a written record of your concerns and the facility’s response.

Things to think about:

1. Where can you find a grievance form?
2. How will you follow up if you don’t get a response?

Contact the Office of Ombudsman for Long-Term Care

Phone: 651-431-2555 **Toll-free:** (800) 657-3591 **Website** mn.gov/ooltc

Treasure Hunt

1. Find a copy of the grievance procedure.

Where is it posted? _____

2. Do you have a copy of your admission paperwork? If you don't have a copy, request one! Look for information on grievances in the paperwork.

Did you find it?

☐ yes ☐ no

3. Find out who the designated staff member is.

Assigned staff member: _____

Where in the building is this available? _____

4. Find out when the next resident council meeting is.

(Hint: it's usually on the activities calendar)

Council date and time: _____



Extra credit: Where is the ombudsman contact information?
