

# Merrimack Adult Day Health Center

## **COMPLAINT PROCEDURES**

The Complaint Procedures at Merrimack Adult Day Health Center, are as follows:

- All Complaints shall be brought directly to the program's management staff (Program Director or Activities Director).
- If complaints cannot be immediately remedied, then they are to be submitted in writing to the Program Director.
- A plan of action outlining how the complaint will be resolved will be formulated by the Program Director. This plan of action will be shared with all involved parties and followed until the complaint is resolved.

**By signing below, I acknowledge that I have been provided a copy of the complaint procedures that are in place.**

\_\_\_\_\_  
**Participant's/Legal Representative's Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Staff Signature**

\_\_\_\_\_  
**Date**