

*ALPS Adult Day Services*  
**Grievance Policy Agreement**

**participant name:** \_\_\_\_\_ **start date:** \_\_\_\_\_

The ALPS Adult Day Services program is committed to providing the highest quality of care to our participants, and their families. If, in the event any aspect of our care has been less than satisfactory, we want to know. We encourage the family or the participant to tell us if he, she, or they are dissatisfied with our care. If you have a complaint or concern, please call (423) 587-9149.

If in the event you have a complaint, inform the Family Services Coordinator or Clinical Supervisor; you may also communicate directly to the Executive Director.

A verbal response will occur within 24 hours. A written response is available upon request.

If the complaint is related to the Child and Adult Care Food Program (CACFP) program or Civil Rights, a written allegation and response will be provided to the complainant and to the Tennessee Department of Human Services.

If you are not satisfied with our responses, you may communicate directly with the ALPS Board of Directors president or chairperson of the Program Services Committee. These names will be made available to you, upon request, to assist with this process.

Since this agency is a recipient of taxpayer funding, if you observe the Executive Director or any employee engaging in any activity which you consider to be illegal, improper, or wasteful, please call the state comptroller's office toll-free hotline: 1-800-232-5454.

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***I have read, understood, and agreed to the above ALPS policy:***

**caregiver name (printed):** \_\_\_\_\_ **date:** \_\_\_\_\_

**caregiver signature:** \_\_\_\_\_ **date:** \_\_\_\_\_