

CONSUMER AFFAIRS COMPLAINTS AND GRIEVANCES

If you believe you have been physically or verbally abused or neglected, you may file a complaint with the person in charge of your agency, facility, or unit. An investigation of your complaint will be initiated immediately.

If you believe any of these rights have been violated, you may file a grievance with the person in charge of your agency, facility, or unit. An impartial review of your grievance will be conducted. The CEO will ensure the completion of the review within 30 calendar days.

In addition to filing a complaint or grievance with the person in charge of your agency, facility, or unit, you may mail a copy of your complaint or grievance to the client rights coordinator by email or mail.

Petunia Monchusie (CEO) address is, 323 Poyntz Ave, Suite 101, Manhattan, KS, 66502, or 511 S 5th Street, Leavenworth, KS, 66048 and the Clients Rights Coordinator's address in Kansas Department for Aging and Disability Services is 503 S. Kansas Ave, Topeka, KS, 66603, Phone (785) 296-7275.

I _____, understand how to submit a grievance and I have been given the address and telephone number of the client rights monitor. I have also received a copy of the updated client rights.

Signature: _____ Date: _____

Witness: _____ Date: _____