

# Understanding Our Grievance Process

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If you feel your rights have been violated, you—or someone working on your behalf—may make a formal complaint (file a grievance). You may do this verbally or in writing at any time before, during or after your care.

We keep track of all grievances filed. This helps us offer better service in the future.

## How do I file a grievance?

You may speak to any staff member, or contact the facility by mail, email, phone or fax. For contact information, go to [www.fvfiles.com/524638.pdf](http://www.fvfiles.com/524638.pdf).

The person who receives your complaint will send your concern to one of our grievance officers, unless they can resolve your concern on their own.

## What happens after I file a grievance?

We will respond to your grievance in writing as soon as possible (within 3 days for substance use disorder programs).

- If it takes more than 7 days to resolve, we will share an estimated time frame in writing.
- If it takes more than 30 days to resolve (14 days for Fairview Pharmacy Services), we will contact you at least every 30 days to let you know that we're still investigating. We'll do so verbally or in writing.
- In our final, written response, we will provide:
  - Steps we took to investigate the concern.
  - Results of the grievance process.
  - Date we completed the process.
  - The name of the person overseeing the process.

If you're not happy with how we've resolved the problem, we will forward your concern to a committee for further review.

Or, you may file a grievance with an outside agency. For a list of agencies, go to [www.fvfiles.com/5022.pdf](http://www.fvfiles.com/5022.pdf).

## Will my care team treat me differently if I file a grievance?

This should never happen. Your care team will provide only the best care, **even if you file a grievance.**

We may not treat you differently or do anything to “get back at you” for making a complaint. We may not ask you to give up your right to complain (for example, in exchange for treatment or as payment for services).

You have the right to be treated **and** you have the right to file a grievance. If you have questions or concerns about your rights, please contact the grievance officer at your site. This person is here to help. For contact information, go to [www.fvfiles.com/524638.pdf](http://www.fvfiles.com/524638.pdf).

*FIIRO GAAR AH: Hadii aad ku hadasho Soomaali, waaxda luqadaha, qaybta kaalmada adeegyada, waxay idiin hayaan adeeg kharash la'aan ah. So wac 612-273-3780.*

*ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 612-273-3780.*

*We comply with applicable federal civil rights laws and Minnesota laws. We do not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity.*