Phone: (719) 314-2327
Toll Free: (855) 207-0702
RMPace.org

Rocky Mountain PACE

Grievance Form

What is a grievance?
A grievance is a complaint, either written or oral, expressing dissatisfaction with service delivery or the quality of care furnished.

Who can submit a grievance?
Grievances may be submitted by participants, their family members, or their designated representatives. Grievances may be medical or non-medical in nature.

How do you file a grievance?
To file a grievance, you may complete this form and drop it into one of the locked grievances boxes located at the front desk, day center, clinic, or rehabilitation gym, or email the completed form to us at grievance@rmhcare.org. You may also request that a staff member assist you with completing the grievance form.

How will my concern(s) be addressed?
Once the grievance is received by the Quality and Compliance department, an associate will be assigned to address your concerns. That associate will provide a response to you within 30 calendar days unless an extension is made due to extenuating circumstances. During the process of resolving the grievance, Rocky Mountain Program for All-inclusive Care for the Elderly will continue to furnish all required services to the participant.

Who will know that I filed a grievance?
Grievances are maintained confidentially by the Quality and Compliance Department. Information will only be shared with the permission of the participant or designated representative.

Interpreter Services:
You have the right to get information in your language at no cost. For Interpreter Services call: (719) 314-2327 or TTY (800) 659-2656

Tiene derecho a obtener información en su idioma en sin costo. Para servicios de intérprete llame al: (719) 314-2327 o TTY (800) 659-2656

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Today's Date: _____

☐ **Check if you want your concern recorded but don't want to file a grievance.**

Name of Participant: _____

Participant's Date of Birth: _____

Name of Individual Completing Form: _____

Summary of Concern(s):

What Action(s) Would You Like to See Taken:

If you would like to discuss your concerns with a member of the Quality and Compliance Department, you may reach us at (719) 314-2327 Ext. 856 or you may report a concern anonymously by contacting our Integrity Help Line at (844) 986-1433.