

**10A NCAC 70I .0307 GRIEVANCE PROCEDURES**

(a) A residential child-care facility shall provide to each child and parents, guardian or legal custodian upon admission:

- (1) a written description of policies and procedures which the child, parents, guardian or legal custodian follow to register complaints;
- (2) information about a child's rights;
- (3) the process for appealing a decision or action of the facility; and
- (4) the process for resolution of a complaint.

(b) Upon resolution of a grievance, a residential child-care facility shall maintain a copy of the complaint and the resolution in the case record.

*History Note: Authority G.S. 131D-10.5; 143B-153;  
Eff. July 1, 1999 (See S.L. 1999, c.237 s. 11.30);  
Amended Eff. October 1, 2008;  
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. April 5, 2016.*