

10A NCAC 70K .0208 GRIEVANCE PROCEDURES

(a) A residential maternity home shall provide to each resident, parents, guardians or legal custodians of minors, upon placement:

- (1) a written description of policies and procedures that the resident her parents, guardian or legal custodian follows to register complaints;
- (2) information about resident's and family's' rights;
- (3) the process for appealing a decision or action of the agency; and
- (4) the process of resolution of a complaint.

(b) Upon resolution of a grievance, the agency shall maintain a copy of the complaint and the resolution in the resident's case record.

*History Note: Authority G.S. 131D-1; 143B-153;
Eff. October 1, 2008;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. April 5, 2016.*