



## Grievance Rights

### What is a grievance?

A **grievance** is a complaint, written or oral, expressing dissatisfaction with the delivery of service or the quality of care furnished by Summit ElderCare® or one of our contracted providers.

### How do I file a grievance?

There are several ways to file a grievance including:

- Orally to any staff member
- By sending a letter that includes all the details of your grievance to:  
Summit ElderCare  
Senior Director, Nursing and Quality  
10 Chestnut St.  
Worcester, MA 01608
- By calling the Site Director at the PACE center you attend, Monday–Friday, 8 a.m.–5 p.m.
- By calling the Summit ElderCare Senior Director, Nursing and Quality at 1-508-414-8525 (TRS 711)
- By sending a fax to the Summit ElderCare Senior Director, Nursing and Quality at 1-508-368-9981

We will acknowledge your grievance in writing within 72 business hours of receipt. Every reasonable attempt will be made to resolve your grievance within 30 calendar days of receipt. We will provide both oral and written notice of the resolution of your grievance.

All grievances are handled in a confidential manner.

For more information about your appeal and grievance rights, see your Summit ElderCare Enrollment Agreement or call your Site Director.