

## **How to Express a Concern about the Care or Services Provided by PACE West Baltimore.**

PACE of West Baltimore wants to be sure you are satisfied with the care you receive. We are always striving to improve our services. If you are dissatisfied with any services provided, we want you to let us know.

### **Grievance**

A grievance is defined as a statement, either written or oral, expressing dissatisfaction with service delivery or the quality of care furnished by PACE of West Baltimore. Some examples of grievances might be when you have a grievance about the quality of services you receive in the home, the PACE center or a referred facility. You may have a grievance about the adequacy of services, a violation of participant rights, or you feel a mistake has been made.

### **Information for Participants about the Grievance Process**

If you are dissatisfied with any of the services provided through PACE of West Baltimore, you can let any staff person know. You can also fill out a Grievance Form, or a staff member can fill the form out for you.

You can get a copy of the Grievance Form from any PACE of West Baltimore staff member or by clicking the link to the Grievance Form on the website.

PACE of West Baltimore will handle your concerns in a respectful manner and shall maintain confidentiality of your concerns. We promise we will not treat you differently and will continue your current services according to your care plan throughout the grievance process.

### **How You Can File a Grievance**

You or your representative can discuss your grievance with a PACE West Baltimore staff member in person or by telephone. The staff member will complete the Grievance Form to document your grievance.

This person can also give you information on the grievance process and answer any status questions.

If you wish to send your grievance in writing, please send it to:

PACE of West Baltimore  
3201 A Tioga Parkway  
Baltimore, MD 21215

You may also contact the PACE of West Baltimore staff by calling 443.961.0801 or 833.722.3225 from 8:00 AM to 5:00 PM Monday through Friday or by Fax to 443.961.0797. TDD/TTY is available toll-free 833.722.3225.

You will be sent acknowledgement of receipt of your grievance.

### **Resolution of Grievances**

PACE of West Baltimore will investigate your grievance and work to find a solution. You will be notified of the solution to your grievance within 30 days after we receive your grievance. If you are not satisfied with the resolution, you and/or your representative have the right to take further

action. You or your representative may contact the state agency at any time during the grievance process.