



PACE

Program of All-inclusive Care for the Elderly

Grievance Process

A grievance is defined as a written or oral expression of dissatisfaction with service delivery or quality of care furnished. TRU PACE will provide you with written information on the grievance process annually.

All of us at TRU PACE share the responsibility for assuring that you are satisfied with the care you receive. We understand that sometimes there are areas of dissatisfaction that require our attention and response. If you are dissatisfied, we encourage you to express any complaints or concerns you may have. If you do not speak English, we will ensure an individual who speaks your language will facilitate the grievance process.

TRU PACE will assist you in the grievance process and inform you of the steps involved in the resolution. You or your designated representative can discuss your concerns or send a letter expressing them to any member of the staff or administration of TRU PACE. All services will be continued during the grievance process.

The staff member who receives your grievance will forward it to the TRU PACE VP of Quality and Compliance who sees that action is taken. You will receive a written acknowledgment of the grievance within five (5) working days of receiving it.

We will notify you of the results of your complaint within 30 days.

If you are not satisfied with the outcome, you may take your grievance to the State Administering Agency at:

Colorado Department of Health Care Policy and Financing
1570 Grant Street
Denver, CO 80203
303-866-2993

Following resolution of the grievance, a copy of the report will be sent to you or your designated representative.