

## ABOUT THE RIGHT TO EXPRESS GRIEVANCES

You have the right and responsibility to express concerns, dissatisfaction or make complaints about services you receive or do **not** receive without fear of reprisal or discrimination.

We, at Helms Home Care, LLC encourage you to discuss all concerns/grievances with us. The agency telephone number is 704-802-9625. When you call, ask to speak with the Clinical Supervisor, Agency Director, or the Administrator.

Helms Home Care, LLC has a formal grievance procedure that ensures that your concerns shall be reviewed, and an investigation started within 1 business day. Every attempt shall be made to resolve all concerns/grievances within 5 business days. You will be kept informed by telephone of the status of the investigation and receive a written report when resolution is determined.

If you feel the need to discuss or escalate your concerns, dissatisfaction or complaints you may do so by contacting the state in which your home health services were performed.

<p><b>State of Kentucky</b></p> <p>Office of the Ombudsman 275 E. Main St., Frankfort, KY 40621</p> <p><b>Hot Line:</b> (800) 372-2973 Phone: (502) 564-5497 Fax: (502) 564-9523 <a href="mailto:CHFS.Listens@ky.gov">CHFS.Listens@ky.gov</a></p>	<p><b>State of Virginia</b></p> <p>Virginia Department of Health, Complaint Unit 9960 Mayland Drive, Ste. 401, Henrico, VA 23233-1463</p> <p><b>Hot Line:</b> (800) 955-1819 Metro Richmond: (804) 367-2106 Fax: (804) 527-4503 <a href="mailto:OLC-Complaints@vdh.virginia.gov">OLC-Complaints@vdh.virginia.gov</a></p>
<p><b>State of North Carolina</b></p> <p>Complaint Intake Unit 2711 Mail Service Center, Raleigh, NC 27699</p> <p><b>Hot Line:</b> (800) 624-3004 Phone: (919) 855-4500 Fax: (919) 715-7724</p>	<p><b>State of South Carolina</b></p> <p>DHEC, Bureau of Health Facilities Licensing 2600 Bull Street, Columbia, SC, 29201</p> <p><b>Phone:</b> (803) 545-4370 Fax: (803) 545-4212</p>