

Annual Report on Formal Complaints and Grievances

Calendar Year 2013

Formal Complaints:

There were three formal complaints filed during the calendar year.

Complaint one involved an anonymous allegation that a Life Alliance employee was failing to provide all service hours and forging the parent/guardian's name on documentation. The matter was investigated by the President/owner and followed-up by the committee. It was agreed that the allegations were unsubstantiated.

The other two complaints were submitted by one employee. This employee wanted to utilize a mechanical lift to assist the consumer during the provision of services. The consumer's family did not want the lift utilized and became angry with the employee and medical equipment provider over the issue. No resolution was documented but neither were any further complaints.

Plans of Correction:

There were no directed monitorings, reports of finding, or plans of correction filed against Life Alliance for the calendar year.