

AE-111

Grievance & Complaint Process

How to raise a concern at Aeternum, what happens next, and the independent Oregon resources available to you.

Speaking up should be easy and safe. Residents, families, guardians, and referral partners can raise a concern at any time, in any form — a conversation, a note, a phone call, or a written grievance form. You may also go straight to an outside agency without telling us first. You will never face retaliation, reduced services, or discharge for raising a concern.

Support with the process — Help is available. Staff will assist anyone who wants help writing a complaint, and you may have a family member, advocate, or ombudsman speak on your behalf. Interpretation is arranged at no cost.

Step 1 — Talk with us

Most concerns are resolved the same day by talking with the staff on shift or with the Home Director. Tell us what happened and what would make it right. We will acknowledge the concern immediately and try to resolve it on the spot.

Step 2 — File a formal grievance

If an informal conversation does not resolve the issue, or you prefer to start formally, submit a grievance in writing or verbally to the Home Director. Grievance forms are kept in the common area and are also available from any staff member.

What we do	When
Written acknowledgment of your grievance	Within 1 business day
Impartial review — interviews, records, and any relevant observation	Begins immediately
Written response with findings and actions taken	Within 5 business days
Extension notice, if a complex review needs more time	With a new date, before day 5
Follow-up to confirm the resolution held	Within 30 days

Step 3 — Ask for a review

If you are not satisfied with the response, you may request a review by Aeternum leadership within 10 business days. A person not involved in the original decision will review the matter and issue a written decision within 10 business days.

Step 4 — Independent Oregon resources

You may contact any of these organizations at any point in the process, including first. Phones are available in the home for these calls at no cost, and staff will not listen in or ask what the call was about.

Oregon Safety Reporting Line (abuse or neglect)	1-855-503-SAFE (7233)	Report suspected abuse, neglect, or exploitation of an adult, 24 hours a day
Long-Term Care Ombudsman / Residential Facilities Ombudsman	1-800-522-2602	Free, independent advocacy for people living in licensed residential settings
Disability Rights Oregon	503-243-2081 or 1-800-452-1694	Legal advocacy and rights protection
OHA Ombuds Program	1-877-642-0450	Help resolving concerns about Oregon Health Plan services
988 Suicide & Crisis Lifeline	Call or text 988	24/7 crisis support statewide
Washington County Crisis Line	503-291-9111	Local 24/7 mental health crisis response

For privacy complaints specifically, you may also contact the U.S. Department of Health and Human Services Office for Civil Rights at 1-877-696-6775.

Reporting abuse or neglect

Suspected abuse, neglect, or exploitation of an adult should be reported immediately to the Oregon Safety Reporting Line at 1-855-503-SAFE (7233), and to law enforcement if someone is in immediate danger. All Aeternum staff are mandatory reporters and are required to report regardless of who is involved. We cooperate fully with every investigation.

How we use what you tell us

Every grievance is logged, tracked to resolution, and reviewed by leadership for patterns. Concerns regularly lead to real changes here – to staffing, training, house practices, or an individual support plan. Records of grievances are kept confidential and separate from the resident's clinical record.

Our anti-retaliation commitment

Retaliation against a resident, family member, or employee for raising a concern or cooperating with an investigation is grounds for immediate corrective action, up to and including termination of employment. If you believe retaliation has occurred, report it directly to the Home Director and to the Oregon Health Authority.