

**Policy:**

Palmer's Home Care, LLC Owners and Director strive to resolve any complaint or conflict with individuals supported directly and promptly. However, if an individual chooses to seek resolution outside of direct conversation via the agencies below, Palmer's Home Care Owners and Director will openly assist in resolving any issues.

**Comments:**

If an individual has a complaint/grievance, direct care staff will encourage the individual to contact Director or Owners in a timely manner and will make Director or Owners aware of the situation as soon as possible. If the matter is not resolved with discussion with owners, individual will be supported to contact the Support Coordinator with CMRO 573-441-6278 and provided with the phone number for the Client Rights Monitor in Jefferson City 1-800-364-9687. Missouri Protection and Advocacy 573-893-3333 is another entity that individuals can contact if they feel they need assistance with issues related to rights.