

To: Adult Foster Home (AFH) Licensees represented by SEIU, Local 503

Re: Complaint Resolution Process

A complaint process procedure was created by the Department of Human Services and the Oregon Health Authority for complaints that are not covered by the Collective Bargaining Agreement to provide efficient and effective resolution of complaints from represented AFH licensees. This process does not replace other due process rights specified in the applicable Oregon Administrative Rules (OARs).

Procedure: Licensees must first attempt to resolve complaints with the manager of their local office. If there is no resolution to the complaint, licensees may file their complaint by completing the Adult Foster Home Provider Complaint Form, MSC 0944, and submitting it to the Provider Relations Unit of DHS. This form must be completed in its entirety in order to be processed. Licensees may request SEIU representation through the SEIU Member Resource Center (MRC) to assist and provide support during the Complaint Resolution Process.

Completed complaint forms received by the Provider Relations Unit will be fully researched and analyzed by the Adult Foster Home Provider Complaint Resolution Coordinator. The Coordinator is not responsible for making a decision or determination regarding the content of the complaint, rather facilitates and coordinates activities and discussions with DHS, OHA, the local office and/or SEIU to move toward resolution.

Contact Information:

[APD AFH Local Licensing Authority Contact List](#)

[DD AFH Local County Licensors](#)

Complaint Resolution Coordinator

1-866-449-1250 or Provider.ComplaintResolution@state.or.us

SEIU Member Resource Center

1-877-637-2611

Adult Foster Home Provider Complaint Form, MSC 0944 can be found at:

<https://apps.state.or.us/forms/served/me0944.pdf>