**44:70:09:10.  Grievances.** A resident or the resident's designated representative may voice grievances without discrimination or reprisal. A resident's grievance may be given in writing or verbally and may relate to treatment furnished, treatment that has not been furnished, the behavior of other residents, and infringement of the resident's rights. A facility shall adopt a grievance process and make the process known to each resident and to the resident's representative. The grievance process must include the facility's efforts to resolve the grievance and documentation of:

(1)  The grievance;

(2)  The names of the persons involved;

(3)  The disposition of the matter; and

(4)  The date of disposition.

**Source:** 38 SDR 115, effective January 9, 2012; 46 SDR 65, effective November 26, 2019.

**General Authority:** SDCL 34-12-13(15).

**Law Implemented:** SDCL 34-12-13(15).