

# HOW TO FILE A COMPLAINT

If you are concerned for the well-being of someone receiving long term care, **simply contact us to file a complaint.**

The details of your concern, the name of the resident, and the name of the person making the complaint will be kept confidential.

Upon gathering the specifics of your complaint, the appropriate staff will be assigned. We may investigate concerns on behalf of any recipient of long term care services in the five county region.

After investigating, steps may be taken to resolve the problem.

## CONTACT US

**Rappahannock Rapidan  
Community Services**

P.O. Box 1568  
Culpeper VA 22701

540-825-3100  
Email: [Ombudsman@rrcsb.org](mailto:Ombudsman@rrcsb.org)  
[www.rrcsb.org](http://www.rrcsb.org)



**Rappahannock Rapidan  
Community Services**  
Programs that matter. People who care.

*A federally mandated program of the  
Older Americans Act of 1965.*

## CONTACT US

*To Get Involved or File a Complaint*

**540-825-3100**  
**Email: [Ombudsman@rrcsb.org](mailto:Ombudsman@rrcsb.org)**



## THE LONG TERM CARE OMBUDSMAN PROGRAM

**PROMOTING QUALITY AND  
PROTECTING RIGHTS**

**SERVING**

**CULPEPER, FAUQUIER, MADISON,  
ORANGE, & RAPPAHANNOCK**

**540-825-3100**



## OM-BUDS-MAN:

A PERSON WHO INVESTIGATES COMPLAINTS AND TRIES TO RESOLVE PROBLEMS.

AN ADVOCATE.

The Ombudsman is a trained staff person or volunteer who promotes quality care and helps protect the rights of those receiving long term care in a nursing home, assisted living facility, or at home with in-home care services.

An ombudsman facilitates discussion, investigates complaints, and educates residents, families, and staff about residents' rights.

Ombudsman services are free of charge.

*We care about you and those you love.*

## WHO CAN USE AN OMBUDSMAN?

- Residents of nursing homes, assisted living facilities, and recipients of in-home care
- Family and friends of someone receiving long term care
- Anyone concerned about a resident



## GET INVOLVED

We need volunteers. Serving as a volunteer ombudsman helps ensure the safety and dignity of our elderly and disabled neighbors who are receiving long term care services.

540-825-3100

Email: [Ombudsman@rrcsb.org](mailto:Ombudsman@rrcsb.org)

## WHAT ARE RESIDENTS' RIGHTS?

- To be treated with dignity and respect for individual needs and preferences
- To be informed of your rights and the rules and regulations governing your care
- To be informed of available services and related charges
- To participate in planning your care
- To be informed of reasons for transfer or discharge and be given reasonable notice
- To control your personal finances
- To be free from mental and physical abuse and unauthorized chemical or physical restraints
- To have your treatment and medical records kept confidential unless authorized
- To have private communications with persons of your choice
- To participate in social, religious, and community activities
- To maintain and use personal clothing and possessions as space permits
- To have privacy when visiting with your spouse, family, and friends