**Section 146.260 Grievance Procedure**

a) An SLF shall establish a grievance procedure for reviewing grievances registered by, or on behalf of, residents. Each resident shall be informed that a grievance procedure exists.

b) Records shall be maintained and made available to the Department on all written grievances and the SLF's response to and disposition of each grievance.

(Source: Amended at 29 Ill. Reg. 4360, effective March 7, 2005)