

Residents,

If you have a complaint about Cornerstone, please feel free to discuss it with your staff.

If you still cannot resolve your complaint, please talk to the home manager.

If your complaint is not resolved, you can fill out a complaint form and ask staff to assist you if you need them to.

You may also discuss your complaints and issues at your bi-weekly home meetings or in private with staff.

You can contact Derek at 269-628-7100, at the office if you need to make a formal complaint.

You have the right to have a third party involved if needed, this person can be a representative from your Community Mental Health, Guardian, Recipient Rights Officer or an advocate.