



Grievance Policy

At Sunpath, LLC, we are committed to providing high-quality, respectful, and person-centered care. We value feedback from our clients and believe that concerns should be addressed in a fair and timely manner. This policy explains the process for filing a grievance and what clients can expect in response.

Your Rights:

- You have the right to file a grievance at any time without fear of retaliation.
- You have the right to receive a timely response to your grievance.
- You have the right to request assistance in writing or submitting a grievance.

How to File a Grievance:

- Share your concern with your provider or any staff member.
- If the concern is not resolved, you may submit a written grievance to Sunpath, LLC administration.
- Grievances may be submitted in person, by fax, or by email.
- All grievances will be reviewed promptly.
- You will receive a written response within 10 business days of submission.

Submit Grievances To:

Sunpath, LLC Administration
415 West Main Ave.
Gastonia, NC 28052
Phone: 704-478-6093
Fax: 704-973-9287
Email: info@sunpathllc.com