



COMPLAINT/GRIEVANCE FORM

(For complaints/grievances regarding AAA4 or AAA4-Funded Subcontractors)

COMPLAINANT INFORMATION	
Name:	Phone:
Address:	Email Address:
INFORMATION FOR COMPLAINANT'S AUTHORIZED REPRESENTATIVE (If Applicable)	
Name:	Phone:
Address:	Email Address:
INFORMATION REGARDING COMPLAINT/GRIEVANCE	
Date of Occurrence:	Location of Occurrence:
Person(s) and Program(s) Involved, including any Witnesses:	
Details of Complaint/Grievance:	
Corrective action(s) the Complainant feels AAA4 should take:	
Signature:	Date:
<i>For Internal Use:</i>	
Report Taken By: _____	Date: _____
Action Taken By: _____	Date: _____
Follow Up:	

AGENCY ON AGING \ AREA 4
COMPLAINT/GRIEVANCE POLICY

The staff and volunteers of Agency on Aging \ Area 4 (AAA4) strive to serve everyone with courtesy and respect, including but not limited to the general public, representatives of other organizations, clients of AAA4-funded programs (direct services and subcontractors), and clients' family caregivers. AAA4 management welcomes complaints from individuals who feel unhappy or dissatisfied because successfully addressing those issues helps improve how the Agency functions. In the event the appropriate AAA4 manager is unable to work with the individual with a complaint to reach a mutually acceptable solution, then that individual may file a formal grievance. This Grievance Policy outlines procedures that shall be followed throughout the process, in accordance with the California Code of Regulations, Title 22, Section 7400 – 7406.

Subcontractors of AAA4 (Funded Partners) are required to establish their own grievance policies and are expected to exercise them effectively. In turn, individuals who feel unhappy or dissatisfied with a Funded Partner are obligated to give that Funded Partner the first opportunity to address the issue. Matters should only be elevated to AAA4's attention when the Funded Partner's complaint/grievance process has been exhausted yet no resolution has been reached.

Complaints

For the purposes of this Policy, a complaint is defined as . . . a description of a situation (occurrence) which led an individual to feel unhappy or dissatisfied with AAA4 or with a subcontractor of AAA4.

- Complaints may be brought forward by the affected individual themselves (the complainant) or by someone authorized to act on their behalf.
- Complaints may be expressed in person, by phone (including voice mail) or in writing (including e-mail, text messages, etc.).
- When an AAA4 Staff member receives a complaint, they shall notify the appropriate Manager as soon as practicable. Once the Manager has been notified, they shall attempt to contact the complainant to discuss the matter within three (3) business days.
- The Manager's role in this situation is to: 1) reaffirm AAA4's willingness to assist the individual with their initial need/concern to the best of the Agency's ability; 2) seek to understand what transpired during the occurrence which caused the complainant to feel unhappy or dissatisfied; 3) ask the complainant what action, if any, they would like to see taken; and 4) offer potential solutions until one is found that is acceptable both to AAA4 and to the complainant.
- If a solution is found and implemented, then the matter is considered **resolved**. If no solution is found then the matter is considered **unresolved**, and the complainant shall be invited to file a formal grievance. Regardless of the outcome, the following steps shall be taken as soon as practicable.
 - The Manager who responded to the complaint will use the Complaint/Grievance Form to document the complaint, including follow up actions and whether the matter was resolved. The specific program(s) involved (e.g., ACME Home Care), and the type of program (e.g., Title III-B Personal Care) shall also be documented. This information will be forwarded to the staff member involved, their direct supervisor, and the Program Manager/ Administrator.
 - Complaints will be kept on file for 3 years by the Program Manager/Administrator.

Grievances

For the purposes of this Policy, a grievance is defined as a complaint in which there is a concern or dispute as to whether AAA4 or a subcontractor of AAA4 has conducted itself wrongly or unfairly.

- Grievances should be submitted as soon as possible after the occurrence, but no later than 30 calendar days after the date of the occurrence.
- Grievances must be completed in writing and may be submitted in person, by mail, or by e-mail by sending the completed form to contactus@agencyonaging4.org. Grievance forms are available at the front desk, on the AAA4 website, and will be mailed when requested.
- If a complainant cannot or will not submit a written grievance, but still wants a personal response from Executive Management, then AAA4 staff shall verbally accept the grievance and prepare the written grievance form for the complainant's signature.
- All grievances against an AAA4-Funded program, service, staff member or volunteer shall be reviewed and investigated by the Assistant Director, unless the grievance is against the Assistant Director, in which case, the grievance will be investigated by the Executive Director. If the grievance is against the Executive Director, then it will be investigated by the Chair of the Governing Board.
- The complainant has the right to confidentiality. Only information relevant to the grievance itself will be released to the subject(s) of the grievance without written consent.
- Within seven (7) calendar days of their receipt of the grievance, AAA4's acting investigator in the matter shall attempt to contact the complainant (or their authorized representative) to obtain a current first-hand account of the concern or dispute.
- Upon receipt of the grievance, AAA4's acting investigator has no more than thirty (30) calendar days to complete the investigation, regardless of when or if direct contact is made with the complainant (or their authorized representative).
- AAA4's acting investigator will produce a written report which summarizes the matter and which includes AAA4's findings and recommendations. A copy of the report shall be sent to all parties involved. In addition, the report shall advise the complainant of their right to an administrative hearing (pursuant to Section 7406) if they are dissatisfied with the results of the investigation.
- AAA4's acting investigator shall be responsible for assuring any agreements reached during the review of the grievance are fulfilled and documented.
- Records of grievances will be kept on file for 5 years.

Approved by AAA4's Governing Board on October 14, 2022