

CLIENT GRIEVANCE PROCEDURE

Purpose: A Grievance is any written or oral complaint expressing dissatisfaction with the services delivered to a client's satisfaction. The client or their representative may file a grievance.

The grievance process, written in the primary language of the majority of recipients served, shall be posted in visible and accessible areas by the AAA contracted service provider.

Information about the grievance process shall be provided either orally or in writing to homebound recipients upon the service providers' contact with individuals.

A grievance may involve but is not limited to amount of service, duration of service, denial of service, discontinuation of service, dissatisfaction with service or service provider. Hearings for the presentation of oral arguments are not available and all grievances must be made in writing and received within 6 months of the incident for which the client or their representative is filing a grievance.

All grievances will be investigated and answered within 30 days of receipt of the written grievance/complaint. The complainant has a right to privacy. Only information relevant to the complaint will be released to the responding party without the consent of the complainant. The complainant has a right to remain anonymous, but will need to provide a mailing or e-mail address for written correspondence.

Procedure:

- A. Please provide your initial written grievance or complaint to:
Claire Day
Chief Program Officer
Alzheimer's Association
2290 N. 1st Street, Suite 212
San Jose, CA 95131

Include:

- Your name
- Mail address, phone number and/or email
- List the service being reported
- The Alzheimer's Association staff or volunteers involved
- Description of the issue or dispute
- Date, time and place of occurrence, the names of witnesses

- B. Persons filing a grievance are assured that there will be no discrimination against a client or his/her representative on the grounds that a grievance has been filed.
- C. The Chief Program Officer coordinates the investigation of the grievance, designating the appropriate staff member to take corrective action and report the grievance resolution. The Chief Program Officer will maintain a client grievance log to assure the timely and thorough completion of the grievance process.
- D. The Chief Program Officer or the designated staff member will contact the client within five working days of receiving the complaint. Every attempt is made to resolve the complaint on an informal basis.
- E. If the complaint cannot be resolved informally to the satisfaction of the client or his/her representative, the designated staff member will contact the client and set up a meeting with the appropriate parties within fifteen days of receiving the complaint.
- F. If the complaint has not been resolved through this process, complaints may be forwarded to the Chapter Program Committee. The client or his/her representative also has the right to request that the Director of Field Operations review the complaint.
- G. If the complaint remains unresolved, the client or his/her representative may request that the Executive Director review the complaint.
- H. If the complaint continues to remain unresolved following the above process, the client or his/her representative has the right to request that the Chapter Board of Directors review the complaint.
- I. A written report of the findings and the reasons for the decision will be provided to the client or his/her representative within thirty days of receipt of the grievance.
- J. If the complaint remains unresolved after review by the Chapter Board of Directors, the client or his/her representative may contact the Contra Costa County Area Agency on Aging:

Aging and Adult Services Director
Contra Costa County Area Agency on Aging
300 Ellinwood Way
Pleasant Hill, CA 94523