



# Gold Country

SENIOR SERVICES

## Complaint and Grievance Form

Name:	Phone: (    )
Address:	Email:
City:	State/Zip:
I wish to make a: <input type="checkbox"/> Complaint (inform on a circumstance – no follow up necessary) <input type="checkbox"/> Grievance (follow-up in 15 working days)	
Date of Occurrence: <small>(Should be submitted within 15 days of occurrence)</small>	Location of Occurrence:
Person(s) Involved:	
Are you filing this on your own behalf: <input type="checkbox"/> Yes <input type="checkbox"/> No If not, what is the name of the person for whom you are filing this complaint or grievance, and what is your relationship?	
Explain as clearly as possible what happened:	
Signature:	Date:

Please read the instructions on the back of this page. Thank you!

Please return this form to: Gold Country Senior Services  
PO Box 968  
Grass Valley, CA 95945  
Phone: 530-615-4541

## **Complaint and Grievance Procedure and Policy**

It is the commitment of Gold Country Senior Services (GCSS) to provide quality, caring services to older adults and to encourage feedback and open communication whenever possible. To ensure these goals are met and participants have the opportunity to comment on services provided, GCSS has developed a written procedure for complaints and grievances.

Participants in the **Senior Nutrition Program (Congregate or Home Delivered Meals)** have a right to comment on the services they receive. If at any time the participant feels they have been treated unfairly or if services are deemed unsatisfactory, they have a right to file a complaint or a grievance.

All participants are encouraged to speak directly to GCSS staff about specific incidents or concerns. If the concern or situation remains unresolved, staff should advise participants to submit a complaint or grievance following the GCSS standard policy and procedure.

A complaint is considered to be a circumstance when a participant feels unhappy or dissatisfied and would like to inform the appropriate personnel of the situation. Complaints may be expressed by phone at **(530) 615-4541**.

A grievance is when a participant submits a written complaint about a policy, procedure, treatment by staff, practice, or decision of the Executive Director and requests a written follow-up response within 15 working days.

### **Procedure:**

- A. When a complaint is raised, GCSS staff will investigate matters as warranted and determine a reasonable remedy to the situation. GCSS staff shall advise the appropriate department manager regarding any complaints and actions taken.
- B. If a program participant wants to file a grievance, the grievance must be completed in writing and signed. A **Gold Country Senior Services Grievance Form (attached)** has been developed to facilitate the process. Grievances should be submitted as soon as possible after the occurrence, but no later than 15 days after the date of occurrence.
- C. All written grievances pertaining to GCSS programs, services, or staff shall be reviewed and investigated by appropriate program management. The complainant will receive written notification of the results of the investigation of his/her grievance. Grievances will normally be responded to within 15 working days of receipt of the grievance unless otherwise notified.
- D. If, after receiving a written response by program management, the complainant still feels that the grievance has not been addressed satisfactorily, the complainant may appeal to the Board of Directors. The Board of Directors may decline to hear such an appeal, in which case the decision of the Executive Director will be confirmed and final. In any case, a decision by the Board of Directors shall be final. Grievances will be kept on file for five years.
- E. If dissatisfied with the results of our agency's review, the complainant may send a written statement including the results of our review to AAA/4.

They can be reached at: AAA/4  
1401 El Camino Avenue, 4<sup>th</sup> Floor  
Sacramento, CA 95815  
Phone: 916-710-8370