



778 W. State St., El Centro, CA 92243 (442) 265-7033

General Grievances and Complaints Policy

Any consumer of Imperial County Area Agency on Aging (AAA) services or assistance has the right to file a grievance or complaint over any unresolved conflict or issue that arises during the course of receiving services, including service received directly from the AAA (i.e., Information & Assistance) or service received by a contracted agency (i.e., Respite Care, Congregate Meals, Home Delivered Meals, etc.). You may file a complaint or grievance yourself or have a designated representative file it for you.

No retaliation will be placed upon the griever, and all attempts will be made to keep the grievance anonymous. Complaints of discrimination should be filed with the Imperial County Equal Employment Opportunity Officer at (442) 265-1017.

The Grievance and Complaint Process is as follows;

1. Grievances or complaints should be discussed with your first point of contact at the AAA or the provider directly, in an attempt to resolve the matter. If the issue is related to provider service delivery, all attempts should be made to resolve the issue with the provider directly.
2. If the issue has not or cannot be resolved, send a **written complaint** to the ICAAA, Attention: AAA Manager, Imperial County Area Agency on Aging, 778 W. State Street, El Centro CA, 92243. The written complaint **must** be sent within **30 days** of the initial report of the grievance. The written complaint must include the reason for the complaint, outcome, and any attempts (including a timeline of events) made to resolve the issue previously. Please note all written complaints must be mailed to AAA, e-mails will not be accepted for the grievance process due to privacy regulations.
3. The AAA Manager will review the grievance and discuss with the appropriate AAA staff. If the grievance is related to service delivered by an AAA contracted provider, the AAA Manager will follow-up with the provider directly.
4. The designee will contact you and/or your designated representative **within seven (7) business days** of receiving the complaint and provide a written decision on the grievance.

5. If your grievance or complaint has not been resolved to your satisfaction, the next step is to send the complaint or grievance to the AAA Director for additional review. Mail the complaint or grievance to the AAA, Attn: AAA Director, 778 W. State Street, El Centro, CA 92243. The director will review all prior information and determine if additional efforts can be made to resolve the issue. The director will respond to the complaint in writing with a decision within seven (7) business days.
6. If you are not satisfied with the response of the director, the final step in the grievance and complaint process is to appeal the decision to the Board of Supervisors. If the decision is to appeal, you must submit your request to appeal in writing to the Board of Supervisors, within 30 days of receiving notice from the director. You will receive a notice, including information on the date and time of the Board of Supervisors meeting, when your complaint will be heard. After receiving notice, you or your representative **must** respond in writing that someone will be in attendance to present the complaint to the Board of Supervisors. Confirmation of attendance must be received at least 2 weeks prior to the date of the meeting. Failure to meet this requirement may result in postponement of the appeal. The Board of Supervisors will provide a final decision, in writing, within five (5) business days of the Board meeting

All general complaints and grievances will be tracked and filed by the designated staff member within the AAA.