



Complaint and Grievance Procedure

The complaint and grievance procedure is an opportunity for participants to express their concerns or dissatisfaction with the services and allow for an appropriate resolution of any such complaint or grievance. For grievances filed by non-English speaking participants, a bilingual staff member or volunteer will be available to facilitate the grievance process.

1. Complaint Procedure

A complaint is an oral or written statement of dissatisfaction.

- a. Complaints can be directed to the VP Communications and Operations at the administrative office:

Age Well Senior Services, Inc.
23101 Lake Center Drive, Suite 325
Lake Forest, CA 92630

- b. Upon receiving a complaint, the Vice President of Communications & Operations will assign the complaint to an appropriate staff member for investigation and action. Please address the service to which the complaint is in reference: Meals on Wheels/Case Management/Senior Center Location.
- c. If a solution is found by the Project staff and agreed to by the participant within twenty (20) working days of the complaint arriving at Age Well's administrative office, the complaint is resolved.
- d. If more than 20 days will be required to address the complaint, the VP of Communications & Operations will advise the participant in writing within 20 days and will provide an estimate of when the complaint will be resolved, not to exceed 45 days from the date when the complaint was received at Age Well's administrative office.

2. Grievance Procedure

A grievance is any complaint that cannot be resolved to the participant's satisfaction within the complaint system and which has been brought to the grievance level for further action.

- a. A participant may use the grievance process to appeal any unsatisfactory complaint resolution.

3. Confidentiality of Information

Names of complainants are confidential and are protected from unauthorized disclosure without specific written approval of the participant or guardian, unless the person is authorized by law to receive it.

Persons representing the news media will not be given any information or leads to the identification of the participant including photographs, unless the participant has given written consent.

Signature: _____

Date: _____