



SIERRA SENIOR PROVIDERS, INC. CLIENT/PARTICIPANT GRIEVANCE POLICY AND PROCEDURES

POLICY:

If you are a client/participant and are dissatisfied with an action or service taken or provided by Sierra Senior Providers, its employees or volunteers, you are entitled to submit a written grievance or complaint statement within 30 days of the incident, dispute or grievance. Sierra Senior Providers will respond within 30 days of receipt of the written complaint with the result of the review of the complainant's grievance.

Any consumer of services may appeal and have resolved grievances relating, but not limited to:

- Amount or duration of service
- Denial or discontinuance of a service
- Dissatisfaction with the service or service provider
- Failure to comply with regulations set forth by the Dept. of Aging or in contract agreement with Area 12 Agency on Aging.

To protect the complainant's right to privacy, confidentiality will be upheld. Only information relevant to the complaint may be released to the responding party(s) without the complainant's consent.

This grievance policy and procedures shall be made available to clients/participants by posting notification of the process in visible and accessible areas.

Sierra Senior Providers shall notify all homebound clients of the grievance procedures orally or in writing upon initial contact with the individual.

PROCEDURES:

1. The client/participant or the person authorized to act on their behalf shall present their written grievance to the Program Manager within 30 days of the incident or dispute.
Grievances may be mailed to:
Sierra Senior Providers, Inc.
540 Greenley Road
Sonora, CA 95370
2. The Program Manager will review the grievance and respond, in writing, within 30 days from the date the written grievance was received.
3. If the grievance is not resolved to the satisfaction of the complainant or their authorized representative, they may request, in writing, a hearing with the Executive Director.
4. The Executive Director shall review the grievance with the complainant no longer than ten (10) workdays from date of receipt of the written request for a hearing.
5. If the complainant is still not satisfied with the results of their complaint, they may appeal in writing or by phone to the Executive Director of the Area 12 Agency on Aging.

Appeals may be by mail or phone to:

Executive Director
Area 12 Agency on Aging
19074 Standard Road, Suite A
Standard, CA 95370
(209) 532-6272