

alzheimer's association™

Northern California and Northern Nevada

CLIENT GRIEVANCE PROCEDURE

Purpose: A grievance is any written or oral complaint expressing dissatisfaction with the quality of services delivered that has not been resolved to the client's satisfaction. The client or his/her representative may file a grievance.

Confidentiality provisions to protect the consumer's right to privacy: Only information relevant to the complaint may be released to the responding party without the older individual's consent

Procedure

- A. Grievances may be filed by calling the Chief Program Officer at 408-372-9900. Grievances may also be delivered by mail or in person to 2290 North First Street, San Jose, CA 95131.
- 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 report of the findings 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 Alameda County Area Agency on Aging at

Director, Alameda County Area Agency on Aging
6955 Foothill Boulevard
Suite 300

Oakland, CA 94605
PHONE: 510-577-1970