

Senior Center Grievance and Complaint Process

There are two recognized levels of complains at the Senior Center:

1. **Informal complaint** regarding staff or program made directly to staff members by a Senior Center participant.
2. **Formal complaint** regarding staff made directly to staff members by a Senior Center participant, with a desire for follow-up response.

Process:

When a Senior Center participant makes a complaint/grievance directly to Senior Center staff, the staff will try to resolve the issue with the individual immediately.

When a Senior Center participant makes a complaint/grievance directly to Senior Center staff and the issue is not resolved, it is brought to the attention of the Senior Center Activities Director. If the issue cannot be resolved at this level within one week, the Assistant Director will become involved in the situation.

If a Senior Center participant wants to make a written formal complaint, they may receive the attached form to complete in writing. The complaint must be submitted within seven days of receiving the form. The Assistant Director will review the complaint and respond to the complainant in person and/or in writing within two weeks.

If a Senior Center participant is dissatisfied with the results of our agency's review and their complaint is related to transportation services funded by Agency on Aging Area \ 4, they may send a written statement to AAA\4 and include the results of our review.

Anyone who makes a complaint has a right to privacy and Stanford Settlement Neighborhood Center will protect that privacy.



STANFORD SETTLEMENT NEIGHBORHOOD CENTER

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Senior Center Complaint/Grievance Form

To be completed by complainant – please print!

Name: _____ Today's Date: _____

Signature: _____ Phone: _____

Information regarding complaint/grievance

Date of occurrence: _____ Location: _____

Individuals involved: _____

Details:

Report received by: _____ on _____
Name of staff member Date

Transportation complaint?

Action plan/Follow Up: