

Stanford Settlement Neighborhood Center

GRIEVANCE/COMPLAINT PROCESS

Stanford Settlement recognizes two levels of complaint:

1. Informal complaint regarding staff or program made directly to staff by a senior participant
2. Formal complaint made directly to staff by a senior participant regarding staff and wants follow-up

Process:

When a senior makes a complaint/grievance directly to senior center staff, the staff tries to resolve the issue with the person immediately.

When a senior makes a complaint/grievance directly to senior staff and the issue is not resolved or the senior wishes to go a step further, the issue is brought to the attention of the Senior Center Activities Director. If the issue is not resolved at this level within a week, the Executive Director will be asked to become involved in mediating the situation.

If a senior participant wants to make a written formal complaint, the form will be given to that person to be filled out. The Executive Director will meet with and respond to the complainant in person and/or in writing within two weeks.

Anyone who files a complaint has a right to privacy and the agency will protect that privacy.

Stanford Settlement Senior Center
450 West El Camino Avenue
Sacramento, CA 95833
(916) 927-1303



STANFORD SETTLEMENT NEIGHBORHOOD CENTER

450 West El Camino Avenue • Sacramento, CA 95833

916-927-1303 office • 916-922-1694 fax

www.stanfordsettlement.org

Senior Center Grievance (Complaint) Form (Report for grievances regarding Stanford Senior Center Staff)

Complainant Information

Name: _____ Phone: _____

Information Regarding Grievance (To be submitted within 7 days)

Date of Occurrence: _____ Location of Occurrence: _____

Person/Program Involved: _____

Details of Grievance:

Signature: _____ Date: _____

Report taken by: _____

Action taken by: _____

Follow up:

9.19.18