



COMPLAINT PROCEDURE – Area Agency on Aging

Goals

- _ To provide our customers with an easily accessible method of expressing concerns about the way in which Older Americans Act programs are provided.
- _ To offer prompt action and speedy resolution to problems.

Making a Complaint

A complaint can be made by telephone-209-558-8698, by fax-209-558-8648, in writing, by e-mail or in person at the Aging & Veterans Services offices, 3500 Coffee Rd, Suite 19, Modesto, CA 95355. Written complaints may be sent to the attention of either:

Jill Erickson, Manager, ericksj@stancounty.com or

Tiffany Walter-Leijten, Planner, leijtent@stancounty.com

A complaint can also be made through, <http://stancounty.com/crm/>, and follow the link to Aging and Veterans Services under Topic Areas, choose the program and complete the form.

A copy of the detailed Complaint Procedure is available from the *Information and Assistance office* 209-558-8698, or by contacting *Jill Erickson* or *Tiffany Walter-Leijten*.

Response Time

A complaint will be acknowledged within 5 working days of receipt and a formal response will be sent to the customer within 15 working days of receipt of the complaint. If the response is unsatisfactory, the customer may choose to pursue the complaint to the next level of responsibility.

Staff Levels for Complaints

If a customer is not satisfied with the results at particular levels, continue to the next appropriate level:

Supervisor/Manager for the program.

AAA Director, at 209-558-7825

Stanislaus County Board of Supervisors, 209-525-4494

Confidentiality

Only information relevant to the complaint may be released to the responding party without the customer's consent. All complaints will be kept strictly confidential.