

5/6/25

Resolving Consumer Grievances – AAA Direct Services

If older adults and/or their caregivers have a grievance about direct services they are receiving from the AAA, they have the right to seek resolution.

Grievances may involve, but not be limited to, any or all of the following:

- a. Amount or duration of service.
- b. Denial or discontinuation of service.
- c. Dissatisfaction with the service being provided or with the AAA as provider.
- d. Failure of the AAA to comply with California Department of Aging (CDA) requirements or the AAA's contract with the CDA.

Note: If the grievance involves an issue of professional conduct under the jurisdiction of another entity, such as the California Medical Board or the State Bar Association, refer the grievant to the proper entity.

If program staff are unable to resolve the issue, the consumer may escalate their concern by taking the following steps:

I. Informal administrative review:

1) Grievances may be submitted to the AAA Director as follows:

In writing:

E-mail: Jennifer Stephens-Pierre, jspierre@acgov.org

US Mail: Jennifer Stephens-Pierre, Director
Alameda County Area Agency on Aging
6955 Foothill Blvd., Ste 300
Oakland, CA 94605
(510) 577-1966

or

If the client is unable to submit a written grievance, AAA staff will:

- a. Verbally accept the grievance
- b. Prepare a written grievance.
- c. Have grievant sign the written grievance.

2) AAA staff will notify grievant in writing of:

- a. 45-day timeframe for the administrative review; and

- b. Right to confidentiality. Only information relevant to the grievance may be released to the responding party without the older individual's consent.

3) Grievances should include the following information:

- a. Name, address and phone number of consumer
- b. Type of service involved.
- c. Names of individuals involved.
- d. Issue of concern or dispute.
- e. Date, time and Place occurred.
- f. Names of witnesses, if any.

4) The informal administrative review shall be completed within 45 days of receipt of grievance. A completed review must include:

- a. An impartial investigation and attempt to informally resolve the grievance with the parties involved.
- b. A written report of the investigation results sent to the parties involved.
- c. Informing the grievant that they have the right to an administrative hearing if dissatisfied with the results.
- d. A process for ensuring that any agreements reached during the informal review are fulfilled.

II. Formal administrative hearing:

- 1) A consumer who is dissatisfied with the results of the informal administrative review has 30 days from receipt to request verbally or in writing that the director of the AAA schedule a hearing before an impartial hearing officer/panel.
- 2) A formal administrative hearing shall be held no later than 45 days from receipt of the hearing request and shall comply with all of the following:
 - a. Notify the grievant, and any parties involved, as to:
 - i. The date, time and location of the hearing.
 - ii. The grievant's and other parties' right to be present at the hearing and/or to have another person act on their behalf, including the right to have legal counsel present.
 - b. Apply all rules of procedure in Article 5, Section 7406. of the California Code of Regulations.
 - c. No later than 30 days after the date of the hearing, the director or chair will issue a proposed resolution based upon all relevant evidence presented and in consideration of the policies, procedures, regulations and laws governing the program.

- d. The director or chair no later than 30 days after receipt of the proposed decision, shall either adopt the decision or write a new final decision.
- e. The final decision will be:
 - i. Immediately transmitted to the parties involved.
 - ii. Not subject to appeal.
 - iii. Include procedures for ensuring that any remedies specified in the decision are implemented.

III. Keeping Older Adults and Staff Informed

- 1) The AAA will keep staff and consumers aware of the grievance process by:
 - a. Posting notifications of the process in visible and accessible areas in AAA offices and on the bulletin boards of multipurpose senior centers and other areas where older adults congregate. The notification will also be posted in the primary language(s) of a significant number of the community’s older individuals as determined by the AAA.
 - b. Advising homebound older individuals either orally or in writing;
 - c. Advising callers to the AAA’s Senior Information and Assistance line and other direct services.
 - d. Distributing to all providers in the service area; and organizations and locations where older individuals congregate.

IV. Establishing the grievance process:

The AAA's grievance process and any future amendments are subject to approval by the Alameda County Board of Supervisors

V. Other remedies: Nothing in this process prohibits older individuals from seeking other available remedies, such as presenting their grievances at open meetings of the Advisory Commission on Aging or the Board of Supervisors.

APPROVED AS TO FORM:
DONNA R. ZIEGLER, County Counsel

Signed by:
By *Samantha Stonework-Hand*
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Print Name Samantha Stonework-Hand