

## Complaint, Concern, and Grievance Process

You have a right to consumer satisfaction and to the following steps in your grievance process.

Your satisfaction with services is very important to us. If you have a concern or complaint, we encourage you to follow the steps below to ensure we are providing the highest quality of service possible:

1. Talk with the Family Consultant who serves the area in which you live. The Family Consultant who serves your area can be reached by calling **415.434.3388**. They will work with you to resolve the issue as soon as possible but at least within 2 business days.
2. If you feel your concern has not been resolved to your satisfaction, you can contact the Client Services Director or Executive Director by calling **415.434.3388**. A manager from FCA will respond to your concerns as soon as possible, but at least within 2 business days and a written acknowledgement within 10 business days.

If you feel your concerns have still not been addressed, you may contact your County’s Aging and Adult Services Department:

<i>Alameda</i>	<b>510.577.3536</b>	<i>San Francisco</i>	<b>415.355.6790</b>
<i>Contra Costa</i>	<b>925.602.4172</b>	<i>San Mateo</i>	<b>650.573.3527</b>
<i>Santa Clara</i>	<b>408.350.3200</b>		

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### Caregiver Navigator

- Secure and Easy to Use
- Educational Webinars & Programs
- Stress-reduction Exercises

### National Center on Caregiving

- State-specific Resources & Programs
- Research and Reports

### Research, Policy, & Technical Expertise

- Consultation
- Business Development
- Employee Education

**Kathleen Kelly, MPA**  
Executive Director

**Scott Peifer**  
Board President

Consumers of services funded through the Area Agency on Aging (AAA) shall have the opportunity to file a written complaint against an AAA-funded program or an employee or volunteer of that program.

The time frame to resolve a complaint at the service provider level shall be no more than thirty (30) days from the date of receiving the complaint. Consumers will receive a written acknowledgement letter that clearly states the grievance levels. All complaints received will be kept confidential and only information relevant to the complaint will be shared with the respondent without consent of the complainant. The complainant has the right to remain anonymous but will need to provide an address for written correspondence. An email address is acceptable. This grievance policy is available to all clients through FCA's website, CareNav, and in the office. It can also be mailed to consumers as needed.

Should the complaint not result in resolution at the provider level, the consumer or his/her representative may bring the complaint to AAA. All notifications to the complainant shall include a statement that the complainant may appeal to AAA if dissatisfied with the result of the service provider's review. The levels of resolution are as follows:

**First Level:** The service provider (FCA)

**Second Level:** The Area Agency on Aging Program Manager or Director

**Third Level:** A hearing by an impartial officer or panel

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