



# POLICIES AND PROCEDURES MANUAL

Subject: Complaints & Grievances  
Effective: 07/01/2016 Revised: 11/15/2018  
Department: Administration Number: \_\_\_\_\_

**I. Purpose:** It is the commitment of Gold Country Community Services (GCCS) to provide quality, caring services to older adults and to encourage feedback and open communication whenever possible. To ensure these goals are met and to ensure participants have the opportunity to comment on the services they receive, GCCS conducts regular surveys and has developed a written grievance procedure.

**II. Guidelines / Policy:**

- A. Surveys shall be conducted by Program Managers on an annual basis or as needed to seek information, gather seek suggestions, determine needs and assess client/participant satisfaction.
- B. All clients/participants have a right to comment on the services they receive and to file a complaint or a grievance at any time they feel the services are unsatisfactory.
- C. All participants should be encouraged to speak directly to GCCS staff about specific incidents or concerns. If a concern or situation remains unresolved, staff should advise participants that they can submit a complaint or grievance.
- D. A complaint is considered to be a circumstance when a participant feels unhappy or dissatisfied and simply wants to inform the appropriate personnel of the situation. Complaints may be expressed in person or by phone.
- E. A grievance is when a participant submits a written complaint about a policy, procedure, practice or decision of the Director and requests a follow-up response within 15 working days.
- F. Confidentiality provisions to protect the complainant's rights to privacy. Only information relevant to the complaint may be released to the responding party without the older individual's consent.

**III. Procedures:**

- A. When a complaint is raised, GCCS staff will investigate matters as warranted and as reasonable to remedy the situation. GCCS staff shall advise the Director regarding any complaints and actions taken.
- B. If a program participant wants to file a grievance, the grievance must be completed in writing and signed. A **GCCS Grievance Form** has been developed to facilitate the process. Grievances should be submitted as soon as possible after the occurrence, but no later than 15 days after the date of occurrence.
- C. All written grievances pertaining to GCCS programs, services, or staff shall be reviewed and investigated by appropriate program management. The complainant will receive written notification of the results of the investigation of his/her grievance. Grievances will normally be responded to within 15 working days of receipt of the grievance, unless otherwise notified.
- D. If, after receiving a written response by program management, the complainant still feels that the grievance has not been addressed satisfactorily, the complainant may make an appeal to the Board of Directors. The Board of Directors may decline to hear such an appeal, in which case the decision of the program management will be confirmed and final. In any case, a decision by the Board of Directors shall be final. Grievances will be kept on file for five years.
- E. Annually, the Nutrition Program Manager will conduct a client satisfaction survey to solicit feedback from program participants. At the conclusion of the survey period, the Nutrition Program Manager will summarize the results and address any concerns with the Executive Director. Program modifications will be made when feasible to ensure client satisfaction.

**IV. Authorization:** Pursuant to Article III, Section 3.01.b of the Gold Country Community Council Bylaws, the Board of Directors shall have the power to conduct, manage and control the affairs of the corporation and to make such rules and regulation therefore not inconsistent with law, the Articles or the Bylaws.

**V. Attachments:**  
GCCS Grievance Form

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*Janeth Marroletti*  
*Executive Director*