



Complaint and Grievance Procedure Adult Day Care Program

The complaint and grievance procedure for Meals on Wheels Orange County's Title III Programs (Adult Day Care). The complaint and grievance procedure is designed to provide an opportunity for participants and caregivers to express their concerns or dissatisfaction with the services and allow for an appropriate resolution of any such complaint or grievance. For grievances filed by non-English speaking participants, a bilingual staff member or volunteer will be available to facilitate the grievance process.

1. Complaint Procedure

A complaint is an oral or written statement of dissatisfaction.

- a. Complaints can be directed to the Program Director by calling (714) 826-3163, or by writing to:
Meals on Wheels OC ,Adult Day Services
Buena Park Senior Day Program
8150 Knott Ave, Buena Park, CA 90620
- b. Upon receiving a complaint, the Program Director will coordinate investigation and action.
- c. If a solution is found by the Project staff and agreed to by the participant and/or caregiver within seven (7) working days, the complaint is resolved.
- d. The Program Director will send a written report to the VP for review
- e. Immediately after review, a copy of the written report signed by the VP will be sent to the participant or caregiver.

2. Grievance Procedure

A grievance is any complaint that cannot be resolved to the participant's or caregiver's satisfaction within the complaint system and which has been brought to the grievance level for further action.

- a. A participant or caregiver may use the grievance process to appeal any unsatisfactory complaint resolution. An appeal must be received in writing by the VP within one month (30 days) of the final disposition of the action taken on the complaint by program staff.
- b. The VP will acknowledge of receipt of grievance or appeal within ten (10) days to all parties concerned.
- c. The VP will make the necessary investigation and attempt to resolve the grievance actions; such as arrange to meet with the participant, and/or make appropriate recommendations. When the grievance is resolved, the VP will ensure completeness of the Complaint/Grievance Report. The time period for completion of this report is twelve (12) working days from the day the grievance was filed at the VP office. A copy of this report will be sent to the participant or caregiver within five (5) working days after the twelve (12) day period.
- d. The completed Complaint/Grievance Report shall contain a resolution to the problem and the basis for the resolution.

3. Monitoring Grievances

Procedures for monitoring grievances are:

- a. Recording each grievance in writing.
- b. Meals on Wheels OC. Buena Park Senior Day Program will maintain a log of all grievances submitted including resolution.
- c. The VP will review all complaints and grievances.
- d. All files containing reports of complaints and grievances will be maintained for a minimum of five (5) years.

4. Confidentiality of Information

Names of complainants are confidential and are protected from unauthorized disclosure without specific written approval of the participant or guardian, unless the person is authorized by law to receive it.

Persons representing the news media will not be given any information or leads to the identification of the participant including photographs, unless the participant has given written consent.

Office on Aging Appeal

- a. If a participant is dissatisfied with the decision from the grievance process, she/he can contact the Orange County Office on Aging in writing and request that they conduct a "grievance review."
- b. Participants should send their request for a "Grievance Review" to the following address:

Office on Aging
Attn: Director
1300 S. Grand Ave., Building B
Santa Ana, CA 92705
- c. If a complainant cannot submit a written complaint and contacts the OoA in person or via phone at 714-480-6450, the OoA shall take the following actions:
- d. After receiving the call/request, the Office on Aging will follow their procedure for making a decision and following up with the participant.



Title III Older Americans Act Programs **Complaint and Grievance Procedure**

The complaint and grievance procedure for Meals on Wheels Orange County's Title III Programs (Home Delivered Meals, Congregate, In-Home Services, Case Management, Transportation, CHOICE Restaurant and To-Go Programs) under the Older Americans Act is designed to provide an opportunity for participants to express their concerns or dissatisfaction with the services and allow for an appropriate resolution of any such complaint or grievance. This procedure also applies to services provided by Meals on Wheels Orange County's subcontractors under the Older Americans Act. Subcontractors are expected to uphold the same service standards. For grievances filed by non-English speaking participants, a bilingual staff member or volunteer or translation service will be available to facilitate the grievance process.

1. How to file a Complaint

A complaint is an oral or written statement of dissatisfaction.

- a. Complaints can be directed to the Director, Social Services by calling Meals on Wheels Orange County's Social Services office at **(714) 823-3294**, or by writing to:

Meals on Wheels Orange County
Complaint Review – Director, Social Services
1200 N. Knollwood Circle
Anaheim, CA 92801

- b. Upon receiving a complaint, the Director of Social Services will assign the complaint to an appropriate staff member for investigation and action.
 - a. If the complaint involves a subcontractor, they will be notified to initiate an investigation.
- c. If a solution is found by staff and agreed to by the participant within twenty (20) working days of the complaint arriving at Meals on Wheels Orange County's headquarters, the complaint is resolved. Staff shall create a written record of the resolution of the complaint.
- d. If more than 20 days will be required to address the complaint, the Director or other staff will advise the participant in writing within 20 days and will provide an estimate of when the complaint will be resolved.
- e. A written summary of the complaint resolution will be sent to the participant with the following information:
 - The name, mailing address and telephone number, if any, of the complainant or person authorized to act on behalf of the complainant.

- Type of service provided
- The names of individuals involved
- The issue of concern or dispute
- The date, time, and place that the issue of concern occurred
- The name of witnesses, if any

2. **Grievance Procedure**

A grievance is any complaint that cannot be resolved to the participant's satisfaction within the complaint system, and which has been brought to the grievance level for further action.

- a. If a participant is dissatisfied with the decision from the complaint process, she/he can contact the Meals on Wheels Orange County office in writing and request a "grievance review."
- b. Participants should send a written request for a "Grievance Review" to the following address:

Meals on Wheels Orange County
Attention: Grievance Review – VP, Social Services
1200 N. Knollwood Circle
Anaheim, CA 92801

- c. The appeal must be received in writing within thirty (30) days of the final disposition of the action taken on the complaint by program staff.
- b. The Vice President or designee will acknowledge of receipt of grievance or appeal within fifteen (15) days to all parties concerned.
- c. The Vice President or designee will conduct the necessary investigation and resolve the grievance.
- d. When the grievance is resolved, the Vice President or designee will ensure completeness of the Complaint/ Grievance report. The time period for completion of this is forty-five (45) working days from the day the grievance is forwarded to the Department Vice President. A copy of the report will be sent to the participant within seven (7) working days after the 45-day period.
- e. The completed report shall contain a resolution to the problem and the basis for the resolution.
- f. If the contractor's resolution is unacceptable to the complainant, the contractor shall schedule a review of the complaint by a third-party panel of impartial experts and professionals not affiliated with the contractor.

3. **Office on Aging Appeal**

- a. If a participant is dissatisfied with the decision from the grievance process, she/he can contact the Orange County Office on Aging in writing and request that they conduct a "grievance review."
- b. Participants should send their request for a "Grievance Review" to the following address:

Office on Aging
Attn: Director

**1300 S. Grand Ave., Building B
Santa Ana, CA 92705**

- c. If a complainant cannot submit a written complaint and contacts the OoA in person or via phone at 714-480-6450, the OoA shall take the following actions:
 - d. After receiving the call/request, the Office on Aging will follow their procedure for making a decision and following up with the participant.
- 5. Confidentiality of Information**
- Names of complainants are confidential and are protected from unauthorized disclosure without specific written approval of the participant or guardian, unless the person is authorized by law to receive it. Persons representing the news media will not be given any information or leads to the identification of the participant including photographs, unless the participant has given written consent.