

Del Norte Senior Center  
All Programs

**Suggestions, Complaints and Grievance Procedures**

**POLICY:** The Del Norte Senior Center will be responsive to feedback from the clients it serves and will respond to complaints and grievances in a fair and impartial manner.

**PURPOSE:** To provide clients and consumers of the services offered by the Del Norte Senior Center and all of its programs with a consistent, fair and impartial process by which complaints and grievances may be submitted and resolved. To provide staff, management and the Board of Directors with a process by which it can receive and respond to feedback from clients and consumers in an orderly manner.

**PROCEDURE:**

The following procedure is addressed to the clients and consumers of Senior Center services:

1. Anonymous Complaints and Suggestions: A suggestion box is available in the main hallway. You may submit an unsigned complaint or suggestion in this box if you prefer not to make it directly to a staff person. Please be aware that in some cases, there is little that management can do to address a complaint that is made anonymously.
2. Informal Suggestions or Complaints: Informal suggestions, complaints or requests may be made either verbally or in writing. You may submit written suggestions or complaints to the Front Desk. If you prefer making a verbal suggestion or complaint, please do so to the Assistant Director. You may also email us at [info@dnscl.org](mailto:info@dnscl.org). We will do our best to address your issue within a reasonable period of time.

Depending on the subject, management may refer both anonymous and informal suggestions to an appropriate advisory council for additional input. Management will handle other matters by involving the fewest people necessary, again depending on the subject matter.

3. Formal Complaints or Grievances: It is preferable to address complaints or grievances as informally as possible; however, if an informal process has not sufficiently addressed your concerns, you may submit a formal complaint. Formal complaints must be submitted in writing and must be signed. Anonymous complaints cannot be accepted.
  - a. Formal complaints should be submitted to the Assistant Director. If by email, send to [info@dnscl.org](mailto:info@dnscl.org) with "Formal Complaint" as the subject. Please specify the program about which you have a complaint and the specific complaint. If you are alleging a violation of law, please identify the specific regulation or statute you believe is in question so that we may fully research the issue.
  - b. If the complaint is about the Assistant Director, and you have attempted to resolve it informally, the formal complaint should be submitted to the Executive Director. In this case, the Assistant Director will not issue a decision in the matter. If the complaint is about the Executive Director, and you have attempted to resolve it informally, it may be

submitted to the Assistant Director who will submit it to the President of the Board of Directors.

- c. Within ten (10) business days of receiving a formal complaint, the Assistant Director will respond with a written resolution. During the 10-day period, the Assistant Director may ask to meet with you and other parties to facilitate resolution of the issue.
- d. If the Assistant Director is not able to resolve the complaint to your satisfaction, you may appeal the decision to the Executive Director. The appeal must also be in writing. Within ten (10) business days, of receiving an appeal, the Executive Director will respond with a written resolution. During the 10-day period, the Executive Director may ask to meet with you, the Assistant Director or other appropriate parties to facilitate resolution of the issue.
- e. If the Executive Director is not able to resolve the complaint to your satisfaction, you may appeal the decision to the Board of Directors. The appeal must be in writing. The Board of Directors will address the appeal at its next regularly scheduled meeting. You may attend the meeting to present your concerns directly to the Board.
- f. Within five (5) days of the meeting, the Board of Directors will issue a written resolution. In all cases not involving alleged violation of governmentally-funded program policies or state or federal law, the decision of the Board of Directors will be final.
- g. For alleged violations of program policies the following agencies may be contacted. Please only contact the agency responsible for the specific program about which you have concerns.

Senior Nutrition Program:

Area 1 Agency on Aging  
434 7<sup>th</sup> Street  
Eureka, CA 95531

Energy Assistance Program:

California Department of Community Services & Development  
Energy Services Division  
2389 Gateway Oaks Drive, Suite 100  
Sacramento, CA 95833