

Older Adult Services Grievance or Appeal Procedure

We are pleased we can assist you with senior services. Funds for the services come to Douglas County in the form of a grant from the Denver Regional Council of Governments (DRCOG). Anyone receiving services has the right to file a grievance or an appeal. The purpose of the Grievance or Appeal Procedure is to ensure fair and equitable treatment of all clients, eliminate dissatisfaction, and resolve problems.

If you have a complaint, problem, or concern, your first step is to contact the provider. You can contact them by contacting:

Provider Name: Aging Resources of Douglas County

Contact Person: Kelsey Thiessen, Director of Operations

Phone Number: 303-814-4300 **Email:** ARDC@douglas.co.us

Address: 104 Fourth Street Castle Rock, CO 80104

Staff will strive to provide a timely response that addresses your concerns. You may formalize the complaint by filing a grievance or appeal in writing. You have the option to file a grievance or appeal with Douglas County to:

Douglas County Community Programs Coordinator
Department of Community Development, Community Services
100 Third Street
Castle Rock, CO, 80104

You may also contact the Community Programs Coordinator at 303-660-7460 or email CRSGrants@douglas.co.us.

You also have the right to file a grievance or appeal to the Denver Regional Council of Governments for services provided under grants contracted through the provider organization.

**Denver Regional Council of Governments (DRCOG)
Area Agency on Aging (AAA)**

Client Grievance Procedure

As a participant in the **Douglas County Older Adults and Transportation** program, your satisfaction with the services you receive is very important. If you are dissatisfied or have experienced an issue with the service(s) you received, you have the right to file a complaint. If you have a complaint, please contact the provider first.

You may also at any time submit your complaint in writing to either or both of the following:

Denver Regional Council of Governments
Attention: Area Agency on Aging Director
1001 17th St., Suite 700
Denver, CO 80202
303-455-1000

Colorado Department of Human Services, State Unit on Aging (SUA)
Attention: SUA Manager
1575 Sherman Street, 10th floor
Denver, CO 80203
303-866-2800

In your written complaint to either of the above, please provide relevant details regarding the issue or your concerns. The AAA Director and/or SUA Manager or their designees will review your complaint and respond to you as soon as reasonably possible.



Douglas County Transportation & Older Adult Services CONSUMER COMPLAINT FORM

Name

Street Address

Apartment #

City

State

Zip

Phone

Email Address

Organization providing the services: _____

Service received: _____

Nature of complaint: _____

Date(s) of unsatisfactory or lacking service: _____

Please state the details of your complaint below. You may use additional pages if necessary.

Signature

Date