

**Senior Adult Services Grievance or Appeal Procedure**  
**DRCOG Grant Program**

We are pleased we are able to assist you with senior services. Funds for the services you are receiving come to Douglas County Adult Services in the form of a grant from the Denver Regional Council of Governments (DRCOG). Anyone receiving services through these funds 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.

You are currently receiving services from: **Neighbor Network Volunteer Services**

If you have a complaint, problem or concern, your first step is to contact the provider. You can contact the provider by calling (name and phone number):

**Aging Resources of Douglas County (303) 814-4300**

If a client complaint, problem or concern is not resolved by informal consideration by the provider's program staff, then client may formalize the complaint by filing a grievance or appeal in writing. Client has the option to file a grievance or appeal with Douglas County. Such grievance or appeal shall include a statement that the writing is a grievance or appeal; the grievant's name and address, the action which is the subject of the grievance or appeal, the date of the action, and a statement of remedy sought. The grievance or appeal may be submitted to the Adult Services Program Manager, Douglas County Community and Resource Services, 104 4th Street, Castle Rock, CO 80104. In lieu of submitting a written grievance or appeal, the client may contact the Manager of Adult Services at 303-660-7460 for assistance.

The written grievance or appeal will be reviewed by the provider's Program Coordinator and the Douglas County Adult Services Program Manager, who will have ten business days to review the grievance or appeal and respond in writing to the client.

Should the client still have concerns, the client can submit the grievance or appeal to the Assistant Director of Community and Resource Services for resolution, same address as above.

If the client is not satisfied with the outcome of the prior review, the client has the right to file a grievance or appeal to the Denver Regional Council of Governments for services provided under grants contracted through that organization.

The client is not required to first pursue a grievance or appeal through Douglas County. If the client desires, they can submit a grievance or appeal directly to the Denver Regional Council of Governments or the State Unit on Aging in the manner set forth below.

## **DRCOG Area Agency on Aging Client Grievance Procedure**

The purpose of the Grievance or Appeal Procedure is to ensure fair and equitable treatment of all clients, eliminate dissatisfaction, and resolve problems.

Grievance Procedure:

- A. Douglas County is a contractor of the Denver Regional Council of Governments Area Agency on Aging (AAA). If you have a grievance with a service provider, you may submit a written complaint within 30 days from the time the problem occurred to the Area Agency on Aging Director, 1001 17<sup>th</sup> Street, Suite 700; Denver, CO 80202. Phone: 303-455-1000.
- B. The AAA Director will investigate your complaint and will respond to you in writing within 15 business days of receiving your complaint.
- C. The written response from the AAA Director will include:
  - A summary of your concerns or issues
  - The results of the investigation into your complaint and
  - a resolution/response to your concern or issue
- D. If you are not satisfied with the AAA Director's resolution/response, you may appeal within ten business days to the Executive Director of the Denver Regional Council of Governments.
- E. The Executive Director or their designee will review your written appeal, investigate your allegations and if warranted, meet with you and/or Douglas County Community Development management staff.
- F. The Executive Director will send you the findings of their investigation and/or resolution to your grievance in writing within 15 business days of your appeal.
- G. If you are not satisfied with the outcome of the appeal to the Executive Director, you may send a written appeal within ten calendar days of the receipt of the Executive Director's decision to the Director of the Aging and Adult Services, 1575 Sherman Street, 10th floor, Denver, CO 80203. Phone: 303-866-2800.
- H. The State Unit on Aging (SUA) Director or their designee will review your complaint, the investigation process and the resolution to your complaint.
- I. The SUA Director will provide a written response to you within 30 calendar days of receipt of your appeal.

Updated: October 2019