

## Complaint/Grievance Policy - Marin Villages

MARIN  
VILLAGES



Our Paths - Our Choices

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**Marin Villages'** mission is to help older adults remain independent in their homes and communities, with dignity and grace. Marin Villages has contracted with Marin County for funds to provide chore services to the Marin Community at large. The Older American's Act requires contractor to have an official grievance policy that will be posted in each area where clients may request services. Upon intake for Chore services, each client will receive a copy of this policy. Marin Villages wants to resolve complaints at the lowest level possible.

1. Complaints may involve, but are not be limited to, any or all of the following:
  - Amount of service
  - Duration of service
  - Discontinuation of service
  - Dissatisfaction with service/provider
2. Level One: complaints shall be addressed in writing to Member/Volunteer Liaison – Isaiah Schwerin.
3. Complaints shall include all of the following information:
  - Complainant's name, mailing address, phone number, and email address if available
  - The service being reported
  - The name of the service provider
  - The names of all individuals involved
  - The issue of concern or dispute
  - The date, time, and place of occurrence
  - The names of any witnesses
4. Complainants have a right to privacy. Only information relevant to the complaint may be released to the responding party without consent.
5. Level One Complaints will be answered within five (5) working days. Isaiah will talk to complainant and try to resolve the issue. If the issue cannot be resolved, the complaint will be elevated to Level Two.
6. Level Two: complaint will be submitted to the agency's Executive Director, Lisa Brinkmann. Upon designation as a Level Two, the complaint will be answered within three (3) working days.

If the complaint is not resolved within 30 days of the receipt of the complaint, the complainant and complaint will be referred to the Marin County Area Agency on Aging. The referral will be given to the client in writing along with a copy of the AAA Grievance and Complaint Resolution Processes. The results of the Agency's process must be given to the client in writing. The report should also contain a statement that complainant if unsatisfied with results may complain to the AAA

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