



Riverside County Office on Aging

Dispute Resolution Policy (ADM-010-F3) Notice to the Public



To File a Complaint: Please call (877) 932 - 4100

This notice shall be posted and made visible and accessible at all Riverside County Office on Aging service, administrative, and Contracted Provider locations.

Individuals seeking or receiving services from the Riverside County Office on Aging (RCOoA) have the right to express dissatisfaction and to request an independent review of services delivered by the department, its representatives, and/or its Contracted Providers. RCOoA is committed to reviewing all areas of concern in a timely manner and in accordance with the standards outlined in the *Riverside County Office on Aging Dispute Resolution: Complaint and Grievance Policy (ADM-010)*.

POLICY SUMMARY

Complaints and Grievances may be submitted directly by an older individual, or person authorized to act on behalf of an older individual. Complaints may include, but are not limited to, any or all of the following:

- Amount or duration of a service;
- Denial or discontinuance of a service;
- Dissatisfaction with the service being provided, or the service provider; and
- Failure of the service provider to comply with any of the requirements set forth in the California Code of Regulations or in contracts or sub-grant agreements with the RCOoA.

Attempts shall be made by RCOoA staff and its Contracted Providers to resolve Complaints informally, timely, and at the lowest level possible. Complaints that are not resolved at the lowest level may be escalated. **Requests for higher-level reviews must be requested within the timeframes specified in the Policy.**