

## **CONSUMER GRIEVANCE PROCEDURE**

### **COA PUBLIC AUTHORITY REGISTRY CONSUMERS**

Thank you for using the Council on Aging (COA) Public Authority Registry. In addition to the information you have already been provided, we are giving you instructions on how to file a complaint with the agency should you not be satisfied with the service you have received from the Registry staff.

1. If for any reason, you feel that the program failed to provide you with services as outlined in the Fact Sheet call the Registry at (408) 350-3251 and ask to speak to the **Registry Coordinator**. Outside the 408 calling area you may call 1-800-510-2020.
2. When speaking to the Registry Coordinator, please explain your complaint as clearly and completely as possible. Information regarding your complaint will be taken and, if necessary, investigated. If the problem cannot be resolved immediately, you will hear back from the Registry Coordinator within five (5) business days. It is hoped that this response will resolve the issue.
3. If after receiving this response you are still not satisfied with some aspect of the COA Registry Program, complete the Grievance Form on the back of this procedure and mail it to the **Public Authority Director**. Again, explain what your concern is and how it was resolved to your satisfaction by the Registry Coordinator. You will be notified by mail within five (10) business days of the resolution of your complaint. The written decision of the Director will be final.
4. If you do not wish to make the initial complaint by phone, you can state your grievance by completing the form printed on the back of this page and mail it to the Registry Coordinator. You will be contacted by phone within five (5) business days.

**Please note that the COA Public Authority Registry program cannot terminate your Independent Provider nor will the result of this grievance procedure have any affect on your IHSS eligibility or authorized hours. Your complaint must be based upon some action that took place in the process of the COA Public Authority Registry trying to assist you in finding a home care provider.**

