

Sonoma County Area Agency on Aging Complaint Resolution Policy and Process

A. OVERVIEW:

The Complaint Resolution Policy and Process is invoked when Area Agency on Aging (AAA) contracted service providers and/or applicant service providers are dissatisfied with an action taken by the AAA.

B. COMPLAINT RESOLUTION PROCESS:

When a AAA contracted service provider or an applicant to provide AAA services are dissatisfied with an action is taken by the AAA, the AAA will review whether the process is based solely upon a written record or whether a hearing is available for the presentation of oral arguments.

The AAA service provider or applicant to provide AAA services must file their complaint to the AAA within 30 days of the date of the presumed adverse action taken.

The AAA will render the decision in writing on the issue of the complaint within 30 days of the date of receipt of the complaint. A written statement to the AAA service provider or applicant to provide AAA services will state the reason for the AAA's decision on the issues contained in the complaint.

AAA will advise the entity of their right, if any, to request a State hearing. The entity has 15 days from the date of the AAA's written statement to make such a request.