

# **Ventura County Area Agency On Aging (VCAAA)**

## **Senior Nutrition Program**

### **Complaint Resolution Procedures and Grievance Policy**

**Step 1:** Any customer (complainant) who judges himself or herself aggrieved should submit a written complaint or call the Grants Administrator of the Area Agency on Aging within five (5) working days of the incident with a detailed explanation of the complaint/grievance:

Grants Administrator  
Ventura County Area Agency on Aging  
646 County Square Drive, Suite 100  
Ventura, CA 93003  
805-477-7311

The VCAAA Grants Administrator will acknowledge the complaint/grievance and contact the individual via phone and/or U.S. Mail to resolve the matter within ten (10) working days.

**Step 2:** If a satisfactory resolution is not then reached, the complainant may bring the matter to the attention of the Director of the Area Agency on Aging within ninety (90) days from the date of the incident or action that occurred that caused the customer to be dissatisfied. Appeals should be addressed to the Ventura County Area Agency on Aging Director:

Director  
Ventura County Area Agency on Aging  
646 County Square Drive, Suite 100  
Ventura, CA 93003

An appeal should contain the following:

- The name, mailing address, and telephone number, if any, of complainant, or person authorized to act on behalf of the complainant
- The type of service and names of the individuals involved
- Explanation of the issue of concern or dispute
- The date, time, and place that the issue of concern or dispute occurred
- The names of the witnesses, if any
- A copy of the previous communications
- A request for a re-examination of the facts

**Step 3:** Within 15 calendar days after receipt of the complaint, the VCAAA Director, or her designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the VCAAA Director, or her designee, will respond in writing to explain the position of the County of Ventura and offer options for substantive resolution of the complaint. Complainants will be resolved within 45 calendar days of receipt of the complaint by VCAAA.

All customers have the right to propose a solution to the grievance. All written complaints received by the VCAAA Director, or her designee, and responses from the VCAAA office will be retained by the County of Ventura for at least three years.