

## Santa Clara County Senior Nutrition Program GRIEVANCE POLICY and PROCEDURE



The meal services eligible older adults receive are funded in part by the federal Older Americans Act. As mandated by the Act, the Santa Clara County Senior Nutrition Program has established and maintains a written grievance procedure for reviewing and attempting to resolve complaints of older adults. Complaints may involve, but not be limited to, any or all of the following:

- a. Amount or duration of a service.
- b. Denial or discontinuance of a service.
- c. Dissatisfaction with the service being provided with the service provider.
- d. Failure of the service provider to comply with any of the requirements set forth in California Department of Aging regulations or in the contract with Sourcewise.

The purpose of the grievance procedure is to ensure an orderly method to fairly deal with complaints:

**Step 1** – – If a participant/representative/family member has a concern about the program or staff, they are encouraged to discuss their concern with the Nutrition Site Manager. Comments and Suggestions for improvements are welcome at any time.

**Step 2** – If the concern cannot be resolved, the participant/representative/family member can discuss with the agency representative or site supervisor. The Participant may also choose to write a letter explaining their grievance. A written notification including the results of the review shall be presented within 10 business days.

**Step 3** – If the participant is dissatisfied with the results of the review, they may choose to write a letter explaining the grievance to Santa Clara County Senior Nutrition Program. Senior Nutrition Program Manager will review the letter and provide a written notification to the participant and/or representative/family member including the results of the review within 10 business days. Grievances can be mailed to:

**Santa Clara County Senior Nutrition Program**  
353 W. Julian Street, 4<sup>th</sup> Floor  
San Jose, CA 95110  
Attn: Senior Nutrition Program Manager

**Step 4** –If the participant is dissatisfied with the results of the review, the participant may appeal in writing or e-mail to Sourcewise. Written communication can be addressed to Sourcewise at 3100 De La Cruz Blvd #310, Santa Clara, CA 95054, attention Elizabeth Brown. E-mail communication can be submitted to [ebrown@mysourcewise.com](mailto:ebrown@mysourcewise.com). A response will be provided within 10 business days of this appeal.

The participant's confidentiality and right to privacy will be protected. Only information relevant to the complaint may be released to the responding party. Nothing in this grievance policy shall be construed as prohibiting older individuals from seeking other available remedies, such as presenting their complaints at an open meeting of the Santa Clara County's governing board.