

GRAND SENIORS AT MOUNTAIN FAMILY CENTER
P.O. Box 638, Granby, CO 80446
Phone: 970-557-3186
Fax: 970-557-3124

GRIEVANCE PROCEDURE

The Older Americans Act (OAA) Section 306 states that the Area Agency on Aging Area Plan shall include, among other items, a “grievance procedure for older individuals who are dissatisfied with or denied services under this title”.

HOW TO COMPLAIN ABOUT
GRAND SENIORS (GS) PROGRAMS

1. If you are a GS client and have been denied service or are not satisfied with our services, you have the right to file a grievance (complaint).
2. You must file this complaint in writing on the GS complaint form. The GS Executive Director will respond in writing to your complaint within three (3) business days.

Grand Seniors at Mountain Family Center Executive Director
P.O. Box 638, Granby, CO 80446
970-557-3186

3. If you are not satisfied with the response from the Executive Director, you may present your written complaint to the Director of the Alpine Area Agency on Aging (Vintage). The Director will respond to you in writing within ten (10) business days.
4. **NWCCOG-AAAA (Vintage) Director**
P.O. Box 2308, Silverthorne, CO 80498
970-468-0295 Ext. 107
4. If you are not satisfied with the response from the Director of the Alpine Area Agency on Aging, you may present your written complaint to the Colorado State Unit on Aging.
State Unit on Aging, Colorado Dept. of Human Services
1575 Sherman St., 10th Floor, Denver, CO 80203
303-866-2800

**MOUNTAIN FAMILY CENTER'S GRAND SENIORS
P.O. Box 638
Granby, CO 80446**

CONFIDENTIAL COMPLAINT REPORT

Name and Contact Information: _____
(You may remain anonymous)

Date of Trip/Occurrence: _____

Destination/Location: _____

Service Provider: _____

Driver: _____

Specific Complaint:

Please return this form to above address.