



CLIENT GRIEVANCE POLICY AND PROCEDURE

The services provided by Share the Care Napa Valley (STCNV) are funded by the federal government through the Older Americans Act (OAA). As mandated by the Older American Act and Title 22 of the California Code of Regulations (CCR), STCNV must establish and maintain a written grievance procedure for staff, volunteer, and clients.

Share the Care Napa Valley is committed to providing a fair, safe and productive environment where grievances are dealt with sensitively and expeditiously.

Confidentiality and right to privacy will be protected. Only information relevant to the complaint may be release to the responding party. There will be no discrimination against a staff/volunteer/client or his/her representative for filing a grievance.

A grievance must be submitted either verbally or in writing to STCNV at (707) 492-3198 or mail to STCNV 162 South Coombs Street, Napa, CA 94558. STCNV staff will verbally or in writing respond to the grievance within 7 working days.

Statement of General Principles

- Complaints must be fully described by the person with the grievance
- The person(s) should be given the full details of the allegation(s) against them
- The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted
- Proceedings should be conducted honestly, fairly and without bias
- Proceedings should not be unduly delayed.

Procedures

The following is a four-level process:

1. STCNV staff attempts to resolve the complaint as close to the source as possible. This level is quite informal and verbal.

If the matter is not resolved

2. STCNV staff notifies the STCNV Executive Director (in writing) as to the substance of the grievance and states the remedy sought. Discussion should be held between staff/volunteer/client and any other relevant party. This level will usually be informal, but either party may request written statements and agreements.

This level should not exceed one week. *If the matter is not resolved*

3. STCNV Executive Director must refer the matter to STCNV Board of Directors. A grievance taken to this level must be in writing from the staff/volunteer/client.

STCNV Executive Director will forward to STCNV Board President and additional information thought relevant. STCNV Board President will provide a written response to the staff/volunteer/client.

This level should not exceed one week following the next scheduled meeting.

If the matter is not resolved

4. The staff/volunteer/client will be advised to appeal to the Area Agency on Aging in writing at [275 Beck Avenue, Fairfield, CA 94533](#). The results of the grievance will be provided in writing within 30 days of receipt of the grievance.