

## **2-1-1 Sacramento General Grievances and Complaints Policy**

Any consumer of 2-1-1 Sacramento services or assistance has the right to file a grievance or complaint over any unresolved conflict or issue that arises during the course of services.

No retaliation will be placed upon the Griever, and all attempts will be made to keep the grievance anonymous unless otherwise directed by the Griever. Only information relevant to the complaint will be released without written consent of the Griever.

The Grievance and Complaint Process is as follows;

1. Grievances or complaints should first be discussed verbally with the Manager on Duty at 2-1-1 Sacramento in an attempt to resolve the matter informally.
2. If the issue has not or cannot be resolved, please send a written complaint to 2-1-1 Sacramento at 8001 Folsom Blvd. Suite 100 Sacramento, CA 95826 attention: Director 2-1-1 Sacramento or online at <https://www.211sacramento.org/211/contact-us/grievances/>. The written complaint must be sent within 30 days of the initial report of the occurrence. The written complaint must include the reason for the complaint, details of the grievance, person(s) involved, location, expected resolution or outcome, and any attempts made to resolve the issue previously.
3. The Director will review the grievance with appropriate parties while maintaining all necessary anonymity. You will be contacted in writing within 10 business days regarding the decision on the grievance.
4. If for any reason mutual satisfaction is not obtained, means of additional appeal options will be provided.
5. For Agency on Aging \ Area 4 funded programs only: if dissatisfied with the results of our agency's review the complainant may send a written statement including the results of our review to AAA\4