

City of Alameda Grievance Policy for Mastick Senior Center

As per the California Department on Aging and Title 22 requirements, the City of Alameda (Mastick Senior Center) has established a grievance policy for the disposition of grievances by older individuals and/or individuals authorized to act on their behalf against Mastick Senior Center's program, employees, or volunteers.

Grievances will be initiated by filing a Grievance Disposition Form available in the Mastick Office. Grievances received by older individuals and/or individuals authorized to act on their behalf against Mastick Senior Center's Program, employees, or volunteers will be addressed as follows:

1. Depending on the nature of the grievance, staff will address the grievance within 48 hours.
2. Staff will provide a written notification of the results of the review to the individual filing the grievance, including a statement that the grievance may be appealed to the Alameda County Area Agency on Aging (AAA) and the Alameda Recreation and Park Department (ARPD) if dissatisfied with the results of the service provider's preview.
3. Staff will adhere to the confidentiality provisions to protect the consumer's right to privacy. Only information relevant to the grievance may be released to the responding party without the older individual's consent.

Older individuals will be notified of the grievance process by:

1. Posting notification of the grievance process in visible and accessible areas.
2. Advising homebound older individuals of the process either orally or in writing upon contact with the individuals.

Grievance not resolved to the satisfaction of the older individual or persons authorized to act on their behalf, may be forwarded to the AAA Director and/or the ARPD Director in writing. If the individual filing the grievance cannot complete and submit Grievance Disposition Form, the AAA and/or ARPD shall:

1. Verbally accept the grievance.
2. Prepare a written grievance.
3. Have the individual filing the grievance sign the written grievance, although not necessarily prior to the commencement of the informal review.

If the grievance submitted to the AAA Director and/or ARPD Director is not resolved to the satisfaction of the older individual or persons authorized to act on their behalf, the grievance must be forwarded to the Social Services Agency Director or the City Manager's Office in writing for a final grievance resolution. If the individual filing the grievance cannot complete and submit a written grievance, the AAA and/or City of Alameda shall:

1. Verbally accept the grievance.
2. Prepare a written grievance.
3. Have the individual filing the grievance sign the Written Grievance, although not necessarily prior to the commencement of the review.

The grievance process shall be:

1. Formally adopted by the Mastick Senior Center Advisory Board.
2. Distributed to both of the following:
 - a. Bulletin board located in the Mastick Lobby.
 - b. Classrooms where older individuals congregate.

Contact Information:

Alameda County Area Agency on Aging
6955 Foothill Blvd., Suite 300
Oakland CA 94605
(510) 577-1900

Alameda Recreation and Park Department
2226 Santa Clara Avenue
Alameda, CA 94501
(510) 747-7529

Note: Share our commendations, complaints and suggestions by sending an email to **MastickSuggestion@alamedaca.com** or depositing a note in the Suggestions Boxes located in the Media Room and Social Hall.