

5/8/25

Service Provider Complaint Resolution

If service providers or applicants are dissatisfied with an action taken by the AAA, they have the right to seek resolution through the complaint process.

Complaints may involve, but not be limited to, any or all of the following:

- 1) Reduction in level of funding during a contract or subgrant period. However, a reduction resulting from a reduction in the funding to AAAs by the State or federal government cannot be considered an adverse determination.
- 2). A cancellation or termination of an existing service provider's contract or sub grant prior to the contract's or sub grant's expiration date.
- 3). Denial of an application resulting from:
 - a) Conflict of interest, real or apparent.
 - b) Procedural error or omission.
 - c) Lack of substantial evidence to support the AAA's action

If program staff are unable to resolve the issue, the provider or applicant may escalate their concern by taking the following steps:

I. Submitting complaints:

- 1) Complaints must be submitted within 30 days of the incident or dispute to the AAA Director as follows:

E-mail: Jennifer Stephens-Pierre, jspierre@acgov.org

US Mail: Jennifer Stephens-Pierre, Director
Alameda County Area Agency on Aging
6955 Foothill Blvd., Ste 300
Oakland, CA 94605
(510) 577-1966

- 2) Within 30 days of receipt, the AAA will respond with a written statement that includes:
 - a) The reasons for the AAA's decision on the issues in the complaint.
 - b) The complainant's right to request a State hearing within 30 days of receipt.

II. Keeping Providers and AAA Staff Informed: Fact sheets about this policy will be posted in AAA offices and on the AAA website.