

**GRAND COUNTY COUNCIL ON AGING
P.O. Box 42, Granby, CO 80446
970-887-322; Fax: 970-887-2770**

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 COUNTY COUNCIL ON AGING (GCCA) PROGRAMS**

1. If you are a GCCA participant and have been denied service or are not satisfied with our services, you have the right to file a grievance (complaint) within fourteen (14) days from the date of the occurrence.
2. You must file this complaint in writing on the GCCA complaint form. The GCCA Executive Director will respond in writing to your complaint within three (3) business days. **Grand County Council on Aging Executive Director
P.O. Box 42, Granby, CO 80446 (970-887-3222)**
3. If you are not satisfied with the response from the GCCA, you may present your written complaint to the President of the GCCA Board of Directors. The President will respond to you in writing within five (5) business days. **Grand County Council on Aging Board President
P.O. Box 42, Granby, CO 80446. Our phone number is 970-887-3222.**
4. If you are not satisfied with the response from the President of the GCCA Board of Directors, you may present your written complaint to the Director of the Alpine Area Agency on Aging. The Director will respond to you in writing within ten (10) business days. **NWCCOG-AAAA Director
P.O. Box 2308, Silverthorne, CO 80498
970-468-0295 Ext. 107**
5. 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**

