



“Complaint/Grievance Form” Procedure

I. Complaints Directed To:

- a. Concerns regarding Service Coordination, Local Authority responsibilities and/or Providers are directed to the Client Rights Officer.
- b. Complete the “Complaint/Grievance Form” and submit to:

Alamo Local Authority
Attn: Client Rights Officer
8700 Tesoro Drive, Suite 800
San Antonio, TX 78217
1-210-832-5043 office
1-210-563-4301 cell
1-210-225-5937 fax
- c. The issue is reviewed and a resolution is attempted. A written notification is sent within 30 days to the complainant. It includes the name and contact information for a representative who may be contacted.

II. Formal Grievance Directed To:

- a. A formal grievance is submitted in writing on the “Complaint/Grievance Form” to the Client Rights Officer.
- b. An investigation is started within 48 hours of the receiving the grievance. All issues are discussed with all parties and every attempt to resolve the issue is made.
- c. A written notification regarding the disposition of the grievance is completed within 30 days of the receipt of the grievance.
- d. If the complainant is not satisfied with the outcome, he/she may contact the Department of Aging and Disability Services Client Rights Office at 1-800-458-9858.

III. Client Rights Issues Directed To:

- a. Client Rights issues are handled by the Alamo Local Authority Client Rights Officer.
- b. The Client Rights Officer does coordinate with the Texas Department of Aging and Disability Office for consumer Rights Protection and Services.
- c. Consumer will complete the “Complaint/Grievance Form” or call to speak to the Client Rights Officer. The Client Rights Officer will record the details of the inquiry or complaint.
- d. The Form/Complaint is logged by the Client Rights Officer.
- e. Once the complaint is discussed and reviewed, a letter is sent out to the consumer discussing follow up and resolution. The role of the ALA Rights Officer is to assure the consumers rights are protected and upheld.