

## **Staff & Field LTC Ombudsman Grievance Procedure (Internal)**

---

**Purpose** The purpose of this document is to establish a system for addressing internal grievances.

---

**Policy** The Ombudsman Program of Lake and Mendocino Counties has an Open Door Policy that encourages staff and field ombudsmen participation in decisions affecting them and their daily professional responsibilities.

The Ombudsman Program of Lake and Mendocino Counties believes that staff and field ombudsmen concerns are best addressed through informal and open, honest, direct and respectful communication. The Ombudsman Program of Lake and Mendocino Counties believes that it is in the best interest of all parties to resolve issues at the lowest possible level.

Ombudsmen who have job-related concerns or complaints are encouraged to discuss them with their immediate supervisor as soon as possible after the events that cause the concern. If there is no satisfactory resolution to the complaint at that level, the complainant should then address the issue at the next level of authority.

For purposes of dealing with complaints the following line of authority should be observed: Ombudsman to Ombudsman Analyst to Area Agency on Aging Director to Governing Board of the Area Agency on Aging. Only if resolution is still not forthcoming after all other avenues have been exhausted should the complainant address the issue to the full Governing Board.

If the complaint is concerning the Governing Board, the Office of the State Long-Term Care Ombudsman may be contacted.

---

**Confidentiality** Persons involved in submitting or receiving complaints must abide by federal and state confidentiality requirements. For example names of specific individuals or instances should not be divulged without prior consent.

---

*Continued on next page*

## **Staff & Field LTC Ombudsman Grievance Procedure (Internal), Continued**

---

**Procedure**        The following is the procedure for internal grievances:

| <b>Step</b> | <b>Who</b>               | <b>Action</b>  |
|-------------|--------------------------|--|
| 1           | Complainant/<br>Grievant | Address a grievance to the AAA Director in writing, stating the grievance and all facts pertinent thereto.   |
| 2           | AAA Director             | Resolve the complaint or submit the complaint to the Governing Board with the AAA Director's recommendation. |

---

**Authority**        This document is written under the authority of Title 22, Division 1.8, chapter 3, Article 2

---