Grievance Procedure Against Ombudsman

Any complaint against an ombudsman – staff or volunteers – must be put in writing and filed with the Executive Director. He (she) will conduct an investigation, if circumstances warrant it, and respond in writing to their grievance.

Grievance Procedure Outside the Agency:

Problems can arise within or without an organization. Should any of our clients have a problem that gives rise to a grievance against the Agency (its Staff or Volunteers), the following steps are to be taken:

1. Explain to the grievant that all complaints against the local program should be put in writing and filed with the Ventura County Area Agency on Aging

2. The AAA will conduct an investigation, if circumstances warrant it, and respond in writing to their grievance