

Complaint, Concern, and Grievance Process

You have a right to consumer satisfaction and to the following steps in your grievance process.

Your satisfaction with services is very important to us. If you have a concern or complaint, we encourage you to follow the steps below to ensure we are providing the highest quality of service possible:

1. Talk with the Family Consultant who serves the area in which you live. The Family Consultant who serves your area can be reached by calling **415.434.3388**. She or he will work with you to resolve the issue.
2. If you feel your concern has not been resolved to your satisfaction, you can contact the Client Services Director or Executive Director by calling **415.434.3388**. A manager from FCA will respond to your concerns as soon as possible, but at least within 2 business days and a written acknowledgement within 10 business days of the complaint.

If you feel your concerns have still not been addressed, you may contact your County’s Aging and Adult Services Department:

<i>Alameda</i>	510.577.3536	<i>San Francisco</i>	415.355.6790
<i>Contra Costa</i>	925.602.4172	<i>San Mateo</i>	650.573.3527
<i>Marin</i>	415.499.6947	<i>Department of Health Care Services (DHCS)</i>	916.440.7660
<i>Santa Clara</i>	408.350.3200		

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Caregiver Navigator

- Secure and Easy to Use
- Educational Webinars & Programs
- Stress-reduction Exercises

National Center on Caregiving

- State-specific Resources & Programs
- Research and Reports

Research, Policy, & Technical Expertise

- Consultation
- Business Development
- Employee Education

Kathleen Kelly, MPA
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