

**Weld County Area Agency on Aging (Region 2B) Consumer
Complaints, Appeals and Hearings Procedure**
Updated December 2015

Consumer Complaint

Any older adult, his/her representative, or caregiver applying or receiving services under the Older Americans Act or State Funding for Senior Services by the Weld County Area Agency on Aging (WCAAA), or a contractor of the WCAAA, **has the right to submit a complaint.**

You may file your complaint in person, by telephone, email, or in writing within thirty (30) days of the action or incident. Complaints shall be forwarded to the appropriate agency for follow-up and resolution. Complaints shall be resolved at the lowest possible level. If the complaint cannot be resolved at the local level, it may be appealed. The direct service provider receiving the complaint shall investigate and resolve the complaint. The direct service provider may be the WCAAA or a contractor of the WCAAA.

**Weld County Area Agency on Aging
(970) 346-6950
PO Box 1805
Greeley, CO 80632**

Written notice of the resolution shall be sent to the complainant within fifteen (15) working days from the time the agency receives the complaint.

Consumer Appeal

At any time the complainant may contact that State Unit on Aging or if the complainant is dissatisfied with the complaint resolution, a written appeal may be filed with the State Unit on Aging Director within ten (10) calendar days of receipt of the decision at:

**Colorado Department of Human Services, State Unit on Aging
1575 Sherman Street, 10th Floor
Denver, CO 80203-1702
(888) 866-4243 (Toll Free)**

The State Unit on Aging Director or designee shall complete a review of the complaint and resolution of that complaint, including all pertinent documentation or new information that may be available. The State Unit on Aging will provide a written response, including notification of the complainant's rights to an Administrative Law Judge hearing as described in Section 10.507 if he/she is dissatisfied with the resolution of the appeal, to the complainant within thirty (30) calendar days of the receipt of appeal.

The appeal procedure may be terminated at any time if the individual and service provider negotiate a written agreement that resolves the issue in question. Upon termination, the complainant shall file with the WCAAA or the State Unit on Aging, whichever is applicable, a written notice stating the reason for the termination.