



POSTED: Notice of Client Complaint Grievance Procedures

It is the procedure of Senior Resources that all clients have the means to file complaints and reach resolution. The conditions for expressing a complaint are defined as dissatisfaction with decisions concerning the client and/or services provided the client. Clients have the right to file a complaint or grievance without interference or fear of retaliation. Formal Client grievance procedures are available by staff upon request.

In general, the first step to resolving any client concern or complaint should be to seek informal resolution within the program when a dispute arises with the client's direct care worker. If a satisfactory resolution is not achieved at this level, clients have the right to submit a formal grievance in writing.

Formal written grievances may be submitted attention to the Program Director of the service area and mailed to 2817 Millwood Ave, Columbia, SC 29205 or by the Director's email posted on the organization website.