



GRIEVANCE/COMPLAINT PROCEDURE

Any Neighbor having a complaint regarding services provided, Volunteer driver conduct, van driver conduct, or ride assignments should be addressed to the Executive Director via phone or email or to the VICaP Board President. Complaints may be verbal or written. Forms are available, if desired, on the web site, or from the Willcox van drivers, or by calling the VICaP office at 520-459-8146.

AAA Neighbors (issued ID cards) also have the option of filing a grievance directly with the Area Agency on Aging. Concerns may be mailed to SEAGO AAA, 300 Collins Rd, Bisbee, AZ 85603, to the attention of Laura Villa, Program Manager.

Within 5 working days of receipt of the complaint, the Executive Director, VICaP will discuss the issue with the Neighbor as well as the employee or volunteer and take action as appropriate. Written notification of issue resolution will be provided within 10 working days to the Neighbor as well as the volunteer or employee.

If the final disposition provided by the SEAGO AAA Program Manager or VICaP's Executive Director/Board President is not to the satisfaction of the parties concerned, any or all parties may contact the Arizona Department of Economic Security (DES), Division of Aging and Adult Services, Attention Assistant Director, PO Box 6123, Phoenix, AZ 85005.

VICaP complies with Title VI of the Civil Rights Act of 1964 and all provisions of the *Americans with Disabilities Act (ADA) of 1990*, as amended. Service will be provided without regard to race, color, sex or disability. To file a civil rights complaint, contact: Executive Director - VICaP, PO Box 3004, Sierra Vista, AZ 85636 or call, 520-459-8146. Complaints may also be sent to SEAGO AAA, 300 Collins Rd, Bisbee, AZ, Attn: Laura Villa, Program Manager. Title VI forms in English and Spanish are available from our office, from the drivers, or may be downloaded from our website at www.vicapsv.org.

The AAA Complaint Procedure acknowledgement form is distributed to our Neighbors for review and signature and sent to the VICaP office monthly to be filed.

A Complaint Log is maintained on the server and available for review upon request.