



## Grievance Procedure

We want you to be pleased with the services you receive from the Teller Senior Coalition. However, if you are not satisfied you have the right to register a complaint. You may file your complaint by phone, email ([klowry@tellerseniorcoalition.org](mailto:klowry@tellerseniorcoalition.org)) or in writing within 30 days of the incident. Please include your name, address, phone number, date of the incident and the reason for the complaint. The complaint will be reviewed by the Executive Director who will respond to you in writing within 15 days of receipt of the complaint. Please address your grievance to:

Teller Senior Coalition  
Attention: Executive Director  
11115 W. US Hwy 24  
P.O. Box 845, Divide, CO 80814-0845  
719-687-3330

You may choose to address your complaint directly to the Teller Senior Coalition Board of Directors at the above address.

### **Right of Client to Appeal to the Pikes Peak Area Agency on Aging:**

Clients with complaints within programs that are funded by the Older Americans Act administered by the Pikes Peak Area Agency on Aging (PPAAA), including those who want to complain that they have been denied services, have the right to appeal our handling of their complaint directly to the PPAAA.

Transportation  
Case Management  
Home Delivered Meal Program  
Respite Caregiver Support  
Homemaker Services  
Chore Handyman services

If a complainant chooses to do so, they may address requests at any time for appeal to:

Pikes Peak Area Agency on Aging  
Attn: Director  
14 S. Chestnut Street  
Colorado Springs, CO 80905  
719-471-2096

Colorado Department of Human Services  
Aging and Adult Services  
1575 Sherman Street, 10<sup>th</sup> Floor  
Denver, CO 80203

Phone: 303-866-2800 Fax: 303-866-2696 Toll Free: 888-866-4243