COMPLAINT/GRIEVANCE POLICY FOR CONSUMERS

The purpose of the Complaint/Grievance Policy is:

- To ensure fair and equitable treatment of all consumers, eliminate dissatisfaction, and resolve problems;

- To establish complaint and appeals procedures that inform the consumers of their rights to complain and receive a written response, as desired.

The Larimer County Office on Aging (LCOA) encourages you to let us know what you think about our services. Your feedback is essential to helping us to improve services. We value your comments, suggestions, and criticisms.

If you would like to file a complaint or grievance about the services you received through our office, you may contact us by any of the following methods and inform us of your complaint:

Phone – 970-498-7750
Email – adrc@larimer.org
Mail – Larimer County Office on Aging, 1501 Blue Spruce Dr., Fort Collins, CO 80524

The complete LCOA Complaint/Grievance Policy and Procedure is available upon request by contacting LCOA.

You may also contact the State Unit on Aging (SUA) with your complaint at:

Office of Community Access & Independence
Aging and Adult Services
1575 Sherman Street, 10th Floor
Denver, CO 80203
(303) 866-2800 (Main Line)
(303) 866-2977 (Fax)
(888) 866-4243 (Toll Free)

Keep this copy for your records