

Sacramento Senior Companion General Complaint Procedure

If you are a current Senior Companion Program Client

We are confident that you will enjoy your experience with the Senior Companion program. However, if a concern arises and you find that you are unhappy with some aspect of this service, or you have a complaint, please contact your host site representative. This is the person who introduced you to your companion. Most issues are misunderstandings and can be addressed here.

If you are not a client or if you were not able to address your concern through the organization that assigned your companion

You may bring your concern to:

- The SCP Program Director, Mark Snaer at 916-875-3622 or snaerm@saccounty.net or

- The Senior Volunteer Services Program Manager, Martha Haas at 916-875-5055 or haasma@saccounty.net.
 - You may send your concern in writing to the director or program manager at the following address:
Senior Companion Program
County of Sacramento
PO Box 269131
Sacramento CA 95826

An acknowledgement of receipt of complaint will be sent within ten business days of receiving the complaint. Within ten days of the completion of the review/investigation, written notification of the results will be provided to the person who initiated the complaint. Your grievance information is considered confidential, except as to disclosure required by law, and shared only with the staff relevant to the investigation and resolution of the complaint.

If you feel your civil rights have been violated or you are the victim of discrimination, you can log a formal Title IV complaint. The host site representative can help you with that or you can call the SCP office for assistance 916-875-3622. The complaint procedure is also available at the SCP website www.scpsacramento.org.