

## **1621 - Complaint Procedure Senior Link**

If you have a complaint about Senior Link Information and Assistance services of Legal Services of Northern California (LSNC) concerning any of the following:

- The way you were personally treated,
- The way your case was handled,
- About having your case turned down, or
- About anything else,

You have a right to take your complaint to LSNC's Deputy Director, Julie Aguilar Rogado, or Executive Director, Gary Smith. This can be done by giving either Ms. Aguilar Rogado or Mr. Smith a brief written statement of your complaint. The LSNC staff can help you with your complaint, including typing the complaint. Your complaint will remain confidential and information about your complaint will only be shared with staff members as needed to address your complaint.

If you believe you were discriminated against because of race, color, creed, sex, gender identity, sexual orientation, national origin, political belief, religion, language, age, disability, or any other basis protected by law, you may file a discrimination complaint with Julie Aguilar Rogado.

Within 14 business days, the Deputy Director or Executive Director or will tell you in writing what action is being taken. If you are not satisfied with the way your complaint is handled by the Deputy Director or the Executive Director, you may then, if you wish, take your complaint to a Committee of the Board of Directors of LSNC. If you wish, someone at LSNC will help you write and/or type your complaint.

If you have any questions about this procedure, please contact Ms. Aguilar Rogado. The mailing address for Ms. Aguilar Rogado and Mr. Smith is **517-12<sup>th</sup> Street, Sacramento, California, 95814**. The telephone number is (916) 551-2150.

Corresponding LSC Regulation: 45 CFR §1621 et seq.

Date Adopted by LSNC Board of Directors: June 26, 2012; revised for posting 7/18/2012; revised for SLH only on July 2, 2018.