



Family & Children's Service
Advocacy • Compassion • Trust

ATTENTION ALL CONSUMERS

For your information:

The OOA Sec. 306 (a)(10) requires that all providers of service under the Older Americans Act “provide a grievance procedure for individuals who are dissatisfied with or denied services under this title”

In compliance with the law, Family & Children’s Service has a grievance procedure in place.

If you are denied or dissatisfied with services offered by Family & Children’s Service, please contact the Director of Operations and Human Resources for a **CLIENT COMPLAINT FORM** and a copy of the **CLIENT GRIEVANCE PROCEDURES**.