



# Southern Caregiver Resource Center

*Caring for those who care for others*

## CONCERNS AND GRIEVANCE PROCESS

- You have the right to be treated with respect when visiting our offices or receiving services. Our staff is trained to assist you to the best of their ability.
- Should you ever have a concern about the services you have received, please speak to the Family Consultant assigned to you or the Clinical Supervisor or Director of Clinical Services regarding services received or how you were treated by staff or volunteers.
- If you do not feel your issue was adequately addressed by speaking to staff, you have the right to file a complaint about a program, employee, or volunteer.
- You may file your complaint verbally or in writing.
- If you need help writing your complaint, you have the right to ask assistance from a staff member.
- Written complaints shall be delivered to the supervisor of the person about whom you are complaining, or the Director of Clinical Services.
- If you have a complaint, a written copy of our complaint procedure will be provided to you so you will know what will be done with your complaint and how long it will take.
- If you are receiving services from the National Family Caregiver Program, you have a right to request that the decision be forwarded to the County of San Diego Aging & Independence Services (AIS) for review.

You may address a complaint directly to the Director of Clinical Services at [scrc@caregivercenter.org](mailto:scrc@caregivercenter.org) or mail to Russell Zygmunt at 891 Kuhn Dr Suite 200 Chula Vista, CA 91914, or call 1-800-827-1008.