



Grievance Procedure

We want you to be pleased with the services you receive from the Teller Senior Coalition. However, if you are not satisfied you have the right to register a complaint. You may file your complaint by phone, email (lreed@tellerseniorcoalition.org) or in writing within 30 days of the incident. Please include your name, address, phone number, date of the incident and the reason for the complaint. The complaint will be reviewed by the Executive Director who will respond to you in writing within 15 days of receipt of the complaint. Please address your grievance to:

Teller Senior Coalition
Attention: Executive Director
750 E. Highway 24, Bldg. 2, Suite 100
P.O. Box 6956
Woodland Park, CO 80866
719-687-3330

You may choose to address your complaint directly to the Teller Senior Coalition Board of Directors at the above address.

Right of Client to Appeal to the Pikes Peak Area Agency on Aging:

Clients with complaints within programs that are funded by the Older Americans Act administered by the Pikes Peak Area Agency on Aging (PPAAA), including those who want to complain that they have been denied services, have the right to appeal our handling of their complaint directly to the PPAAA.

Transportation
Case Management
Home Delivered Meal Program
Respite Caregiver Support
Homemaker Services
Chore Handyman services

If a complainant chooses to do so, they may address requests at any time for appeal to:

Pikes Peak Area Agency on Aging
Attn: Director
15 S. 7th Street
Colorado Springs, CO 80905
719-471-7080

Colorado Department of Human Services
Aging and Adult Services
1575 Sherman Street, 10th Floor
Denver, CO 80203
Phone: 303-866-2800 Fax: 303-866-2696 Toll Free: 888-866-4243