

## **7404 AAA Informal Administrative Review**

### **(a)**

The provisions of this section shall apply to both of the following: (1) The first level of complaint resolution when the AAA is the service provider. (2) Complaints received from older individuals or persons authorized to act on their behalf who are dissatisfied with the results of a service provider's grievance process.

#### **(1)**

The first level of complaint resolution when the AAA is the service provider.

#### **(2)**

Complaints received from older individuals or persons authorized to act on their behalf who are dissatisfied with the results of a service provider's grievance process.

### **(b)**

All complaints shall be in writing to the director of the AAA. If a complainant cannot submit a written complaint, the AAA shall take all of the following actions:

(1) Verbally accept the complaint. (2) Prepare a written complaint. (3) Have the complainant sign the written complaint, although not necessarily prior to the commencement of the informal administrative review.

#### **(1)**

Verbally accept the complaint.

#### **(2)**

Prepare a written complaint.

**(3)**

Have the complainant sign the written complaint, although not necessarily prior to the commencement of the informal administrative review.

**(c)**

Complaints shall include all of the following information: (1) The name, mailing address and telephone number, if any, of the complainant or person authorized to act on behalf of the claimant. (2) The type of service and the service provider involved. (3) The names of the individuals involved. (4) The issue of concern or dispute. (5) The date, time and place that the issue of concern or dispute occurred. (6) The names of witnesses, if any.

**(1)**

The name, mailing address and telephone number, if any, of the complainant or person authorized to act on behalf of the claimant.

**(2)**

The type of service and the service provider involved.

**(3)**

The names of the individuals involved.

**(4)**

The issue of concern or dispute.

**(5)**

The date, time and place that the issue of concern or dispute occurred.

**(6)**

The names of witnesses, if any.

**(d)**

Each AAA shall establish an informal administrative review process for the resolution of complaints received by older individuals or persons authorized to act

on their behalf. At a minimum, the process shall be completed within 45 days of receipt of the complaint and include all of the following: (1) The number of days from the receipt of a complaint in which the informal review will commence. (2) An impartial investigation of the complaint and an attempt to informally resolve the issues with the parties involved. (3) The time frame within which the activities specified in (d) (2) will occur. (4) The preparation of a written report of the results of the activities specified in (d) (2). A copy of the report shall be sent to the parties involved. In addition, the report shall advise the complainant of his/her right to an administrative hearing pursuant to Section 7406 if dissatisfied with the results of the review. (5) A process for ensuring that any agreements reached during the informal review are fulfilled.

**(1)**

The number of days from the receipt of a complaint in which the informal review will commence.

**(2)**

An impartial investigation of the complaint and an attempt to informally resolve the issues with the parties involved.

**(3)**

The time frame within which the activities specified in (d) (2) will occur.

**(4)**

The preparation of a written report of the results of the activities specified in (d) (2). A copy of the report shall be sent to the parties involved. In addition, the report shall advise the complainant of his/her right to an administrative hearing pursuant to Section 7406 if dissatisfied with the results of the review.

**(5)**

A process for ensuring that any agreements reached during the informal review are

fulfilled.