

7402 First Level of Resolution

(a)

The service provider shall be the first administrative level for the resolution of complaints from older individuals. When the service provider: (1) Is not the AAA, the grievance procedures established by the service provider in accordance with Section 7400(a) (2) shall apply. (2) Is the AAA, the procedures specified in Section 7404 shall apply.

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Is not the AAA, the grievance procedures established by the service provider in accordance with Section 7400(a) (2) shall apply.

(2)

Is the AAA, the procedures specified in Section 7404 shall apply.

(b)

Any complaints received by the Department shall be forwarded to the appropriate AAA for referral to the service provider.