

Assisted Living Waiver (ALW) Grievance Fact Sheet

If you are dissatisfied with your ALW facility, Care Coordination Agency (CCA), or the ALW services you receive, you may submit a grievance.

When Should I Submit an ALW Grievance?

- » Incorrect or untimely coordination of your services
- » Poor customer service
- » Discrimination
- » Health information privacy concerns
- » Poor quality of care
- » Untimely referrals for services
- » Untimely scheduling of appointments
- » Any violation of your rights

What Information Should I Include in My ALW Grievance?

- » Your full name and contact information (phone number, email address, etc.)
- » Date(s) and time(s) of the incident(s) that resulted in your grievance
- » The name of your CCA
- » The name(s) of any ALW provider(s) relevant to your grievance
- » A brief description of your complaint(s)/concern(s)
- » Documentation relevant to your complaint(s)/concern(s)

How Do I Submit My ALW Grievance?

- » **Grievances regarding the quality or receipt of ALW services** must be submitted to your CCA via email, mail, or telephone. Your CCA's contact information can be found at: <https://www.dhcs.ca.gov/services/ltc/Documents/Care-Coordination-Agencies.pdf>.
- » **Grievances regarding the coordination of care by your CCA** must be submitted to the Department of Health Care Services via email at: ALWGrievances@dhcs.ca.gov
- » **All other grievances** not listed above must be submitted to the California Department of Social Services, which will direct your grievance to your local ombudsman. Grievances can be submitted via telephone at 844-LET-US-NO (844-538-8766), via email at: letusno@dss.ca.gov, or online at: <https://www.cdss.ca.gov/inforesources/ccld-complaint-hotline>.

ALW program, benefits, and other information is available on the DHCS website at:
<https://www.dhcs.ca.gov/services/ltc/Pages/AssistedLivingWaiver.aspx>.