



The purpose of these processes is to provide a clear, orderly and expedient process through which all program stakeholders may process complaints and grievances. Complaints and Grievances made to SequoiaSD should involve a process, decision or issue involving SequoiaSD. If the complaint or grievance involves a different agency, SequoiaSD will ensure the proper personnel at that agency receive necessary information.

Complaints and Grievances: If you have a complaint or grievance regarding a payment, participant, worker, provider or anything else, please contact SequoiaSD. A complaint is an expression of dissatisfaction and can involve many different issues, including but not limited to, the quality of service and payments (timesheet and claims denials), issues with delay in processing paperwork or issues with SequoiaSD staff. Grievances be to filed regarding decisions to fully or partially deny payment for a submitted invoice/claim or to appeal the decision of the Complaint Review Committee. Grievances may not be used to appeal the background check determination.

General Information About Complaints and Grievances: You may file a complaint or grievance over the telephone by calling 949.301.9950 or you may send a written complaint via:

Fax: 949.876.8753

Email: info@sequoiasd.com

Mail: 34163 Pacific Coast Hwy, Suite 225-A, Dana Point, CA 92629

Complaints and Grievances must be filed within 180 days of the date you receive a timesheet or claim denial or within 180 days of the event that is prompting your complaint or grievance.

Complaint Process

What	When	Details
Acknowledgement Letter	Upon receipt of your oral or written complaint.	SequoiaSD will provide you and your representative with written confirmation of receipt of the complaint.
Internal Complaint Review Process	Within five days of receipt of your complaint.	The Complaint Review Committee will investigate the details of the complaint.
New Information	Within five calendar days of receipt of new or additional evidence.	If the committee receives additional information when reviewing your complaint, we will provide that information to you; allowing you time to respond before issuing our decision.
Complaint Review Committee Determination Letter	With five business days of the decision.	SequoiaSD will send written notification of the Complaint Review Committee Decision.

Grievance/Appeal Review Process

What	When	Details
Acknowledgement Letter	Upon receipt of your oral or written grievance.	SequoiaSD will provide you and your representative with written confirmation of receipt of the grievance.
Internal Grievance Review Process	Within five days of receipt of your grievance.	The Complaint Review Committee will investigate the details of the grievance.
New Information	Within five calendar days of receipt of new or additional evidence.	If the committee receives additional information when reviewing your grievance, we will provide that information to you; allowing you time to respond before issuing our decision.
Grievance/Appeal Review Committee Determination Letter	With five business days of the decision.	SequoiaSD will send written notification of the Grievance/Appeal Review Committee Decision.



SAMPLE FORM:

Complaint and Grievance Form

This form is used by program stakeholders to file a complaint or grievance with SequoiaSD. Complaints and Grievances made to SequoiaSD should involve a process, decision or issue involving SequoiaSD. Please see Complaint and Grievance Procedure for difference between a complaint and grievance. If the complaint or grievance involves a different agency, SequoiaSD will ensure the proper personnel at that agency receive necessary information.

Submission

Fax: 949.876.8753

Email: info@sequoiasd.com

Mail: 34179 Golden Lantern Ste 304, Dana Point, CA 92629

Section I – General Information

Complaint or Grievance (circle one)

Member's Name: _____

Date of Birth: _____

Phone Number: _____

Email Address: _____

Section II – Summary

Please provide a description of events that led you filing your complaint/grievance. Please include specifics such as persons involved, dates, times and all other importation information.