



Department of Benefits
and Family Support

Department of Disability
and Aging Services

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London Breed
Mayor

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Executive Director

Complaint Resolution Policy & Procedures for Contractors

The following procedure is developed as a guideline for contractors or anyone and the Human Services Agency to meet and resolve disputes or concerns relating to the administration of a professional services grant or contract.

Step 1. The contractor will submit a written statement of the concern or dispute addressed to the contract manager who oversees the agreement in question. The statement should describe the nature of the concern or dispute i.e., program, reporting, monitoring, budget, compliance, or other concern. The contract manager will investigate the concern with the appropriate program staff that oversees the program and will either convene a meeting with the contractor or provide a written response to the Contractor within 15 business days.

Step 2. Should the dispute or the concern remain unresolved after the completion of Step 1, the Contractor may appeal the proposed resolution from Step 1 to the Director of Contracts. This appeal shall be in writing and should describe why the concern is still unresolved and propose a solution that is satisfactory to the Contractor. The Director of Contracts, in consultation with the Deputy Director overseeing the program and the Deputy City Attorney if required, will provide a final written determination of the resolution to the dispute or concern within 15 business days of the written appeal.

Step 3. Should Steps 1 and 2 above not result in a determination of mutual agreement, the contractor may appeal to the Executive Director of the Department and the Commission who oversees the area of service. This appeal shall be in writing and describe both the nature of the dispute or concern and why the steps taken to date are not satisfactory to the contractor. A final written



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determination of the resolution to the dispute or concern will be provided within 15 business days of the written appeal.

Step 4. Only applies to California Department of Aging (CDA) funded Contracts.

Should the dispute or the concern remain unresolved after the completion of Step 1, 2, and 3, the Contractor has the right to request a State hearing within 45 business days of the written determination in Step 3.

[Contact the California Department of Aging | California Department of Aging - State of California](#)

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