



Sierra Senior Services

Local Meals on Wheels Provider

At Sierra Senior Services, it is important that our seniors continue to find our meal program satisfactory and enjoyable! Our volunteers and staff are dedicated to provide quality food and reliable services.

If you have any concerns you would like to share with us, please write out your comments and return to our office or give to your volunteer driver. We will follow up to ensure both a timely response and recommended resolution. In addition, we welcome positive feedback regarding the meals, service delivery and benefits of the program. You may contact the agency's Executive Director, Sharon Romack directly by calling 530-550-7600 or emailing sharon@sierraseniors.org.

Here is the process we use for resolving issues that may come up:

STEP 1: Meal Participant Provides Comments and Concerns

Your comments should be as detailed as possible (including dates, meals, and individuals involved). Comments should be written by you. If communication is received over the phone by Sierra Senior Services, a staff member will repeat the comments back to you for accuracy.

STEP 2: Response to the Meal Participant

You will be contacted within five business days. If a conversation about the incident or concern is done over the phone, this communication will be based upon the incident report. This step will be approved by the Executive Director.

STEP 3: Resolution

This step will clearly define a resolution of the reported incident or concern. The resolution will also reflect that you agree with the results. Final resolution will be reported to the Sierra Senior Services Board of Directors and the California Department of Aging. Any incident or concern that indicates an unsatisfactory resolution may involve follow up action.

STEP 4: For California Department of Aging/Agency on Aging/Area 4 Programs

If dissatisfied with the results of Sierra Senior Services' review, the complainant may send a written statement, including the results of our review, to AAA/Area 4 at: 1401 El Camino Avenue, 4th Floor; Sacramento, CA 95815