

Consumer Complaint Procedures

Greater Lynn Senior Services (GLSS) is a non-profit organization dedicated to building healthy and more livable communities, where critical home and community-based services and supports are fully accessible to older adults, people living with disabilities, and their caregivers.

Through a comprehensive person-centered care planning process, GLSS works with our consumers to provide services and supports that align with our consumers' goals, values, and priorities. GLSS is committed to providing professional, compassionate, timely, appropriate, and effective services to all applicants and consumers. We strive to provide supports that are culturally and linguistically appropriate, and accessible to all consumers regardless of physical or cognitive ability.

As a consumer of GLSS, you are entitled to be treated with dignity and respect by GLSS staff, as well as staff of our Affiliates in the community, such as our contracted service providers. If you feel that you have not been given respectful care and communication by a GLSS Case Manager (CM), Geriatric Support Services Coordinator (GSSC), Nurse (RN), or other staff member, or by an employee of a GLSS-contracted provider agency, please let us know your concerns. Expressing concerns about your services will not impact your eligibility for GLSS programs or services.

To express a concern, please call your GLSS Case Manager or GSSC at
(781) 599-0110.

If your concern involves a contracted provider, your Case Manager or GSSC will follow our agency procedure for reporting complaints to provider agencies. These reports are tracked through our agency reporting system. Depending on the severity of the complaint, we may also be required to make a report to the Executive Office of Elder Affairs (EOEA) or the MA Department of Public Health (DPH).

If your concern involves a GLSS employee, or if it is not satisfactorily resolved by informing your Case Manager or GSSC, you can call **(781) 599-0110** and ask to speak to the employee's supervisor. If your concern is still not resolved, you can request that your concern be reviewed by the Director of Home Care Programs or the Director of SCO Programs. You have a right to ask that a new Case Manager or GSSC be assigned to work with you. You can also speak with a supervisor or department director if you would like to express a compliment about the performance of a GLSS employee or a GLSS-contracted employee.

GLSS staff will make every effort to respond to your concern within one business day. GLSS staff will provide you with an explanation of the outcome of the investigation into your complaint after the investigation is complete. The information may be provided to you by phone, email, or by mail, at your request. Due to confidentiality considerations, there may be information that GLSS cannot share with you about a GLSS employee or a contracted provider employee, however, GLSS can let you know if the matter was resolved.

The Community Care Ombudsman at the Massachusetts Executive Office of Elder Affairs helps older adults who live in the community to review and resolve service complaints. The Massachusetts Community Care Ombudsman can be reached at (617) 727-7750.

If you disagree with an eligibility determination or service authorization decision that has been made by GLSS in response to a request for services, you can request an Aging Services Access Point (ASAP) Review of the determination. If you are not satisfied with the outcome of the ASAP Review, you can submit a Request to Appeal Aging Services Access Point Review Decision. Your Case Manager will provide you with a copy of the instructions for how to request an ASAP Review or an Appeal at the time of your Initial Assessment and Annual Re-Determination, any time you receive a Notice of Ineligibility or Notice of Action to terminate or reduce services, and at other times upon your request.



(781) 599-0110