

2009 SUMMARY OF COMPLAINTS

Specific Complaint	Type of Complaint				Response/Resolution
	Financial	Service	Resident Rights	Level of Care Transfers	
Resident dissatisfied with conduct of the Residents' Council meeting and Executive Director.			X		Provider contacted for verification. Resident Council meetings are held in compliance with requirements of the Health and Safety Code.
Resident complaint about dining room set up and missing fire extinguishers.		X	X		No actionable allegations on which the Branch could take action. Referred to the Senior Care Program.
Resident complaint about unauthorized intrusion into his apartment by Providers' Security Personnel.			X		No actionable allegations on which the Branch could take action. Referred to the Senior Care Program.
Former resident's daughter felt provider: (1) did not properly inform parents of transfer; (2) forced parents to terminate their continuing care contract; and, (3) unfairly withheld a refund of the entrance fee.	X				No actionable allegations on which the Branch could take action.
Former resident's daughter feels provider's entrance fee refund policies were questionable.		X			No actionable allegations on which the Branch could take action.
Resident complaints re: Resident council appointments, provider's failure to include residents in budget planning, and failure to provide information required for semi-annual meetings.	X		X		No actionable allegations on which the Branch could take action.
Former resident felt he and his wife were arbitrarily relocated which forced them to terminate their continuing care contract.	X	X		X	No actionable allegations on which the Branch could take action.
Former resident dissatisfied with CCRCs management practices.	X				No actionable allegations on which the Branch could take action.
Homeowners adjacent to CCRC allege provider is violating local zoning ordinances by expanding facility and RCFE license should not have been issued.		X			No actionable allegations on which the Branch could take action. Referred to the Senior Care Program.
Former residents' son complains that residents' refund was not paid on time or in full and provider was in violation of RCFE regulations.					Provider refunded monies due. Alleged RCFE violations referred to the Senior Care Program.