



Meal Recipient Grievance Policy

If you believe that you – or a senior age 60+ for whom you’re responsible who’s in need of Meals on Wheels Yolo County nutrition support – has been unfairly denied access to services as a result of the programmatic intake process, you may document your grievance in writing via email at welcome@mowyolo.org, or by mailing a statement with your contact information to 40 N. East Street, Suite C, Woodland, CA 95776. This process also may be followed to report conduct that may appear to be inappropriate on the part of a MOW Yolo staff member, volunteer, or service partner

Meals on Wheels Yolo County promises to acknowledge all such grievances within 24 business hours of receipt and endeavor to resolve issues swiftly. You may also file a grievance with the Agency on Aging Area 4 using the form available at <https://agencyonaging4.org/wp-content/uploads/2020/08/aaa4-grievance-and-complaint-process-form.pdf>.

Thank you for your interest in the MOW Yolo program.

