



**North Carolina Department of Health and Human Services  
Division of Aging and Adult Services**

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Beverly Eaves Perdue, Governor  
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Dennis W. Streets  
Director

DAAS Administrative Letter No. 10-01

To: Adult Day Care Coordinators, County Department of Social Services' Adult Services Supervisors, Adult Day Health Specialists, Area Agency on Aging Directors

From: Dennis W. Streets 

Subject: Adult Day Care/Adult Day Health Service Complaint Policy

Date: January 4, 2010

The Division of Aging and Adult Services is in the process of updating and revising the adult day care and day health services' policies and procedure manuals. Part of this updating includes formalizing the adult day care and day health services complaint policy.

Please find the following items enclosed:

- Managing Complaints- Adult Day Services Complaint Policy
- Adult Day Services Complaint Intake Form (DAAS-600)
- Adult Day Services Complaint Investigation Report (DAAS-601)

**This policy and the procedures within shall become effective February 1, 2010.**

**As of February 1, 2009, the DAAS-600 and DAAS-601 forms will be available on line as Interactive PDF documents at this web site:**

<http://www.ncdhhs.gov/aging/adcdown.htm>

**The Adult Day Services Complaint Policy will also be available on the DAAS web site as of February 1, 2009 at this web site:**

<http://www.ncdhhs.gov/aging/adcsvc.htm>

Please contact Heather Carter, Adult Day Care Consultant, if you have any questions regarding this policy or forms at [heather.carter@dhhs.nc.gov](mailto:heather.carter@dhhs.nc.gov) or 919-733-0440.

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