

## IN-HOME SUPPORTIVE SERVICES (IHSS) PROVIDER'S RIGHT TO REPORT A COMPLAINT

IHSS Public Authority understands that working for an elderly and/or disabled employer may be a new and challenging experience. Often time, it can be challenging to distinguish the difference between IHSS employers' behaviors that may be due to cognitive impairment, unprofessionalism, and/or inappropriate conduct. IHSS employers who are elderly and/or disabled may be dealing with change, loss, illness, and/or other limitations. In addition, they may react with irritability, anger, low energy, sadness or depression.

Remember, IHSS providers have the right to ask for assistance or report a complaint with the IHSS Public Authority if you believe your IHSS employer has behaved in an unprofessional and/or inappropriate manner. IHSS Public Authority will make every effort to ensure that any complaint received will be thoroughly reviewed and appropriately addressed.

### **What type of concerns and/or complaint may I report to IHSS Public Authority?**

You may report your concerns and/or complaints to IHSS Public Authority if your IHSS employer has subjected you to unprofessional and inappropriate behaviors such as but are not limited to:

- Humiliation
- Intimidation
- Threats
- Verbal Abuse
- Discrimination
- Harassment
- Sexual Harassment
- Retaliation
- Work interference (sabotaging work performance)

### **What do I do if I am subjected to unprofessional or inappropriate behavior?**

- Write down what happened with as much detail as you can. Know the exact date it happened, as well as the time, location, and person/persons involved.
- Communication with your IHSS employer is important. If possible, tell your IHSS employer that their behavior is bothering you right away. Using your detailed notes, tell them that you find that type of attention upsetting and uncomfortable.
- If you feel that the behavior places your safety or your IHSS employer's safety at risk, leave the workplace and call 911 or local law enforcement immediately.

### **How can I report a concern and/or complaint?**

- If you cannot resolve your problem with your IHSS employer, you may report your concern and/or complaint to IHSS Public Authority. **To begin this process, contact the IHSS Public Authority by calling 805-654-3416.**
- IHSS Public Authority will address your concerns and/or complaints and will attempt to resolve them appropriately. IHSS Public Authority will contact the IHSS provider and/or IHSS employer within 7-10 business days from the date a complaint is received
- If you have been subjected to discrimination and/or harassment based on any California protected characteristics, you may also make a complaint to the Department of Fair Employment and Housing (DFEH) by calling in your complaint to DFEH's Communication Center at 800-884-1684 (voice) or 800-700-2320 (TTY) or turn in a complaint intake form online at: [www.dfeh.ca.gov/complaint-process/file-a-complaint/](http://www.dfeh.ca.gov/complaint-process/file-a-complaint/).

**Resources**

IHSS Public Authority is here to help and support a safe and healthy work environment for IHSS providers and the IHSS employer by providing useful resources tools to help providers understand, cope, and redirect behaviors that may be caused by the IHSS employer's illness and/or aging. Contact your IHSS Public Authority for more information.

For more information on employment discrimination and advance equal opportunity in the workplace, please visit U.S. Equal Employment Opportunity Commission (EEOC) website at [www.eeoc.gov/](http://www.eeoc.gov/)