


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

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Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Dennis W. Streets  
Director

DAAS Administrative Letter No. 10-02

To: Adult Day Care/Adult Day Health Providers  
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.

Formalizing the adult day care and day health services complaint policy will not change the process of how complaints are investigated, but rather how the actions taken as part of the investigation are reported to DAAS by the local monitors.

**This policy shall become effective February 1, 2010.**

**As of February 1, 2010, 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/adcdwn.htm>

**The Adult Day Services Complaint Policy will also be available on the DAAS web site as of February 1, 2010 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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