

COMMON GROUND SENIOR SERVICES

PARTICIPANT GRIEVANCES POLICY AND PROCEDURES

POLICY:

Grievances arising from the disposition of complaints by older individuals or persons authorized to act on behalf of older individuals against Common Ground Senior Services (CGSS) programs and employee's or volunteers of such programs shall be acted upon within a (30) day period and written notification provided the complainant of the results of the review, including a statement that the complainant may appeal to CGSS if dissatisfied with the results of the service provider's review.

Confidentiality to protect the complainant's rights to privacy shall be upheld. Only information relevant to the complaint may be released to the responding party without the older individual's consent.

The grievance policy and procedures shall be made available to older individuals by posting notification of the process in visible and accessible areas.

The service provider shall notify all homebound older individuals of the process either orally or in writing upon initial contact with the individual.

PROCEDURE:

1. Older individual or persons authorized to act on behalf of older individuals shall present any grievance to the Program Manager.
2. If the grievance is not adjusted to his/her satisfaction, the complainant should present the grievance to the Executive Director in writing and request an appointment to discuss the grievance. If a complainant cannot submit a written complaint, the Executive Director should accept a verbal complaint.
3. The Executive Director shall review the grievance with the complainant no longer than ten (10) working days from receipt of the complaint.
4. Complaints received from older individuals or persons authorized to act on their behalf who are dissatisfied with the results of a service provider's grievance process may appeal in writing to the Director of the Area 12 Agency on Aging (A12AA). If a complainant cannot submit a written complaint, A12AA shall take the following actions:
 - a. Verbally accept the complaint.
 - b. Prepare a written complaint.
 - c. Have the complainant sign the written complaint, although not necessarily prior to the commencement of the informal administrative review.