

## Meal Recipient Grievance Policy

If you believe that you – or a senior age 60+ for whom you’re responsible – has been unfairly denied access to Meals on Wheels Yolo County (MOW Yolo) nutrition services as a result of the programmatic intake process, you may document your grievance in writing via email at [welcome@mowyolo.org](mailto:welcome@mowyolo.org), or by mailing a statement with your contact information to P.O. Box 528, Woodland, CA 95776-0528.

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. All grievances are handled in a confidential manner.

MOW Yolo promises to acknowledge all such grievances within 24 business hours of receipt and endeavor to resolve issues swiftly thereafter, providing a written response.

As MOW Yolo is a funded partner of the Agency on Aging Area 4 (AAA4), an appeal to our response may be submitted via [THIS FORM](#) to AAA4, and should include the written results of MOW Yolo’s response.

This grievance policy is available online at [THIS LINK](#)