



GRIEVANCE (COMPLAINT) FORM

(Report for grievances regarding AAA4 staff)

COMPLAINANT INFORMATION	
Name:	Phone:
Address:	Email Address:
INFORMATION REGARDING GRIEVANCE	
Grievance should be submitted within 30 days of occurrence	
Date of Occurrence:	Location of Occurrence:
Person(s)/Program Involved:	
Details of Grievance:	
Signature:	Date:
<i>For Internal Use:</i>	
Report Taken By: _____	
Action Taken By: _____	Date:

Follow Up:	

Grievance reports will be answered within 15 working days.

AGENCY ON AGING \ AREA 4

GRIEVANCE/COMPLAINT PROCESS

Agency on Aging \ Area 4 recognizes 2 levels of complaint.

- A. Formal written grievances about an Agency on Aging \ Area 4 staff member, program and the complainant desires formal follow-up.
- B. Complaints in which an individual feels aggrieved, unhappy, or dissatisfied, but does not think the issue rises to the level of a formal grievance.

Grievances

- Grievances must be completed in writing.
- Grievances should be submitted as soon as possible after the occurrence, but no later than 30 days after the date of the occurrence.
- If a complainant cannot or will not submit a written grievance, but still wants follow up, AAA4 staff shall verbally accept the grievance and prepare the written grievance form for the complainant's signature.
- All formal grievances against an Agency on Aging \ Area 4 (AAA4) program, service, or staff member shall be reviewed and investigated by the Assistant Director, unless the grievance is against the Assistant Director, in which case, the grievance will be investigated by the Executive Director.
- Complainant's grievance will normally be responded to within 15 working days of receipt of the grievance, unless otherwise notified.
- The individual complainant has the right to confidentiality. Only information relevant to the grievance itself will be released to the subject of the grievance without written consent.
- The complainant will receive written notification of the results of the investigation of his/her grievance.
- The complainant may appeal to the AAA4 Executive Director if dissatisfied with the results of the investigation of the grievance.
- Should satisfaction not be achieved, the complainant may appeal to the AAA4 Governing Board.
- Grievance forms will be available at the front desk, and with the Senior Employment Program staff and will be given to complainant upon request.
- Grievances will be kept on file for 5 years.

Complaints

- Complaints may be expressed in person or by phone.
- Complainants will be offered a grievance form whenever a complaint is verbally expressed.
- If the complainant declines to file a formal grievance, the person receiving the complaint will document the complaint, any follow up, and forward the information to the appropriate staff.
- The first level for the resolution of complaints shall be the program and staff member indicated.
- The staff member's immediate supervisor must be informed regarding all complaints and any action taken.
- Complaints will be kept on file for 3 years.