

Area Agency on Aging Grievance Policy

It is the desire of the Area Agency on Aging of the East Alabama Regional Planning and Development Commission to deliver programs and Services of the highest quality and caring level and deal responsibly with grievances when they arise. Center Managers, Program Administrators, Project Coordinators, and Service Contractors are expected to do the same. When a problem arises it should first be discussed with local personnel. If the problem cannot be resolved at the local level, any person(s) may present his grievance by following the procedure described below.

DEFINITION: GRIEVANCE – a grievance is any complaint or problem concerning the senior centers, center activities, programs, services, or personnel provided by this agency or its contract service providers.

PROCEDURE: A person should first submit his grievance to local personnel (Center Managers, Program Administrators, Project Coordinators, and Contractors). This submission may be either written or oral. If the problem is not settled to the person(s) satisfaction within 5 working days, the person(s) may present his grievance by filing a written request for the grievance to be heard by the Area Agency on Aging Director. This request should be received within 10 days following the action that caused the grievance. The following information should be included in the written request; the name, address, phone and age of the person(s) wishing to express a grievance; the date of this request; the name, date, time and location of the action resulting in the grievance; and a summary of the events resulting in the grievance. This request should be addressed to: Area Agency on Aging Director, East Alabama Regional Planning and Development Commission, P.O. Box 2186, Anniston, AL 36202. Be sure to mark the outside of the envelope “Grievance”. Upon receipt of this request, the Area Agency on Aging Director will contact the person(s) filing the grievance within 5 days to negotiate a specific date, time and location for the grievance to be heard. The Area Agency on Aging Director shall hear the grievance and attempt to resolve the problem within 10 working days of the hearing. If the grievance is not resolved to the person(s) satisfaction, he may appeal his grievance to the Executive

Director of the East Alabama Regional Planning and Development Commission by making a written request for his grievance to be heard. This request should be made within 5 working days of the hearing with the Area Agency on Aging Director or the grievance will be considered settled. This request should include the same information as the request to the Area Agency on Aging Director and the same procedure shall be followed. The Executive Director will hear the grievance and attempt to resolve the grievance within 10 working days of the hearing. If the grievance is not resolved to the person(s) satisfaction, a committee of the East Alabama Commission's Board of Directors, consisting of the Board chairman and officers shall be convened. A request to appeal the grievance to the committee should be made in writing to the Executive Director within 5 days after the hearing. The said committee shall have the option of hearing or not hearing the person(s) grievance. Any decision or determination made by the committee will be final and shall be made within 10 working days of the oral request to the Executive Director that the committee convenes.

Minutes of all formal presentations of the grievance hearings and their results will be taken by an East Alabama Commission employee appointed by the Area Agency on Aging Director and distributed within 5 working days of each hearing to all parties involved in the grievance.

Provisions for the protection of privacy of individuals and the confidentiality of information will be made in all situations that necessitate such provisions.