GRIEVANCE PROCEDURE

Service recipients who have had a denial or reduction of services have a right to file a grievance within fifteen (15) calendar days of written notification. (For Title III applicable services, refer to Older Americans Act Title III Policy Manual Section 300.6.)

All other types of complaints or issues are to be handled internally according to your agency policy.

Level One: Title III Provider Agency
The provider agency has seven (7) business days from the date they receive a Grievance Form to make an initial contact to schedule a meeting by phone (or in person if all parties are in agreement), with the applicant or service recipient filing the grievance. The meeting will be conducted by the agency director (or designee) with the applicant or service recipient (and/or legal representative). The provider agency has seven (7) business days from the date of the meeting to respond in writing to the grievant (with a carbon copy (cc) to the board of directors and the AAA). If the applicant or service recipient is dissatisfied with the Level One decision, he/she may request that the grievance be submitted to the provider agency board of directors for a Level Two review and decision within seven (7 business days of the Level One (1) decision.

Level Two: Provider Agency Board of Directors
If the applicant or service recipient is dissatisfied with the Level One decision, he/she may request the grievance proceed to Level Two. The applicant or service recipient shall file a Grievance Form requesting a Level Two decision with the provider agency's board of directors within seven (7) business days of the Level One decision. The provider agency board of directors, within seven (7) business days of the receipt of the Grievance Form requesting a Level Two decision, must make an initial contact to schedule a meeting by phone (or in person if all parties are in agreement), with the applicant or service recipient (and/or legal representative), and the agency director (or designee). The provider agency board of directors has seven (7) business days from the date of the meeting to respond in writing to the grievant (with a carbon copy (cc) to the Executive Director and the AAA). If the applicant or service recipient is dissatisfied with the Level Two decision, he/she may request that the grievance be submitted to the Bureau for a Level Three review and decision within seven (7) business days of the Level One (1) decision. The provider agency board of directors must submit the Grievance Form as well as any additional documentation regarding the grievance, to the Bureau for the Level Three review.

Level Three: State Review Team
If the applicant or service recipient is dissatisfied with the Level Two decision, he/she may request the grievance proceed to Level Three. The applicant or service recipient shall file the Grievance Form requesting a Level Three decision with the Bureau within seven (7) business days of the Level Two decision. Level Three will consist of a review team comprised of the AAA Director (from the grievant's region), the Bureau Program Manager and the Commissioner (or designee) from the Bureau. The review team, within seven (7) business days of the receipt of the Grievance Form requesting a Level Three, make an initial contact to schedule a meeting by phone (or in person if all parties are in agreement), with the applicant or service recipient (and/or legal representative) to review the Level One and Two decisions. The review team has seven (7) business days from the date of the meeting to respond in writing to the grievant (cc the Executive Director, the board of directors and the AAA). The decision by the Bureau is final and not appealable.

NOTE: ***AT ANY GRIEVANCE LEVEL, IF THE EXECUTIVE DIRECTOR, BOARD OF DIRECTORS OR STATE REVIEW TEAM IS UNABLE TO MAKE CONTACT WITH THE GRIEVANT AFTER A MINIMUM OF THREE (3) DOCUMENTED ATTEMPTS (AT LEAST ONE OF THOSE BY CERTIFIED MAIL), THEY MAY UPHOLD THEIR GRIEVANCE DECISION BASED ON GRIEVANT UNAVAILABILITY AND LACK OF RESPONSE/PARTICIPATION. IF A GRIEVANT IS A NO-SHOW TO A SCHEDULED GRIEVANCE HEARING, THEY MAY ALSO UPHOLD THE GRIEVANCE DECISION.***