



GRIEVANCE/COMPLAINT FORM
(Report for grievances regarding AAA4 staff)

COMPLAINT 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: _____	Date: _____
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.

1. Formal written grievances about an Agency on Aging \ Area 4 (AAA4) staff member or program and the complainant desires formal follow-up.
2. Complaints in which an individual feels aggrieved, unhappy, or dissatisfied, but does not think the issue rises to the level of a formal grievance.

Complaints

- Complaints may be expressed in person or by phone.
- Complainants will be offered the option of filing a formal grievance when a complaint is expressed.
- If the complainant declines to file a formal grievance, the person receiving the complaint will document the complaint and any follow up action taken. This information will be forwarded to the staff member involved, their direct supervisor, and the Program Manager/Administrator.
- Complaints will be kept on file for 3 years by the Program Manager/Administrator.

Grievances

- Grievances must be completed in writing and may be submitted in person, by mail, or by e-mail by sending the completed form to contactus@agencyonaging4.org.
- 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.
- Grievances should be submitted as soon as possible after the occurrence, but no later than 30 days after the date of the occurrence.
- All formal grievances against an 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.
- 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 are available at the front desk, on the AAA4 website, and will be mailed when requested.
- Grievances will be kept on file for 5 years.