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CLIENTS/CONGREGATE/VOLUNTEER

GRIEVANCE POLICY AND PROCEDURE

**Introduction**

This Grievance Policy provides information on procedures for handling grievances at the Area Agency on Aging, Region X (AAAX), including how to make a complaint, how to deal with a complaint or grievance, and how to support persons through the grievance process.

**Policy statement**

This Grievance Policy applies to all Area Agency on Aging, Region X participants receiving services – including clients/congregate/volunteers and the general public.

Area Agency on Aging, Region X is committed to maintaining an environment that encourages collaboration, trust, cooperation, and communication, where all individuals are treated with dignity and respect.

However, on occasions where conflicts arise, a complaint and grievance process involving Area Agency on Aging, Region X and their clients/congregate/volunteers may be required to resolve the matter.

**What is a grievance?**

A grievance is a complaint raised by a client/congregate/volunteer due to a perceived violation of accepted AAAX policies, beliefs, or behaviors.

Some examples of grievances can include, but are not limited to:

* Bullying and harassment
* Discrimination
* Retaliation
* AAAX Environmental Health, Safety and/or Services

**Who can make a complaint?**

Specific to this written policy, clients/congregate/volunteers and the general public can file a grievance.

**Procedure**

If a client/congregate/volunteer expresses concerns about possible violations of accepted AAAX policies, beliefs, or behaviors, the CLIENT GRIEVANCE FORM shall be completed in full and the following guidelines will be used:

* AAAX Staff receiving the CLIENT GRIEVANCE FORM will discuss with the client/congregate/volunteer their concerns
* Forward the CLIENT GRIEVANCE FORM to Direct Supervisor
* Direct Supervisor will discuss the CLIENT GRIEVANCE FORM with the affected parties and search for a resolution
* If the client/congregate/volunteer is not satisfied that their concerns were adequately addressed by the Direct Supervisor, the matter may then be forwarded to the Director of the affected division (i.e. Fiscal Director, Operations Director, Nutrition Director, and/or Resource Director)
* If the client/congregate/volunteer is not satisfied that their concerns were adequately addressed by the Director of the affected division, the client/congregate/volunteer may then request a meeting with the Chief Executive Officer for possible resolution. This request must be made **in writing, and an appointment scheduled** with the Chief Executive Officer. The Chief Executive Officer will make the final decision on how the grievance will be resolved. The Chief Executive Officer decision will be given in writing, and copies retained for record retention.

V 1.01: 12/2024