

ACOA, Inc. Client Grievance Policy

Purpose

This complaint process provides for the prompt review and equitable disposition of complaints or grievances alleging to violations of services at the senior centers/ meal sites.

General Policy

- 1. A complaint or grievance, is defined as an individual or organization's allegation of a violation of regulations or services.**
- 2. The participant or organization filing a complaint/grievance will be free from restraint, coercion, discrimination, or reprisal. Complaints are not considered as reflecting unfavorable on either the complainant or management, but are to be considered the expression of a lawful right.**

Procedure:

- 1. Participants are encouraged to resolve complaints or grievances informally by talking with their center coordinator. However, if a participant decides to pursue a complaint/grievance formally, it must be submitted to the Administrative Office in the manner described below:**
- 2. The participant must submit in writing the specific complaint, sign and date it. The complaint/grievance must be filed with the Executive Director who is the designated Complaint Officer.**
- 3. Upon receipt of the complaint/grievance, the complainant will be provided written notification that the complaint has been received and the timetable under which it will be processed. The he/she has the right to a hearing within 30 days of receipt of the complaint. The complaint officer will attempt to reach an informal resolution of the**

complaint prior to the hearing. The entire complaint process must be completed within 60 days of receipt of the complaint.

4. If the participant is not satisfied with the resolution presented at this level, they can proceed with submitting their complaint to the Area Agency on Aging.

Step 1: Sabrina Sonnier, ACOA, Inc. 224 South Preston, Marksville, La. 71351.

Step 2: Joyce Thompson, Cenla Area on Aging, P.O. Box 13027 Alexandria, La. 71315