

Evangeline Council on Aging, Inc.

GRIEVANCE POLICY, COMPLAINT RESOLUTION and APPEAL PROCEDURES

1. **PURPOSE:** To establish policy and procedure for complaint resolution.
 2. **OBJECTIVE:** To provide a prompt and equitable means of resolution of complaints alleging action prohibited by Federal, State, and Local regulations, laws and policies.
 3. **STANDARD:** The Evangeline Council on Aging, Inc. has adopted an internal grievance policy providing for prompt and equitable resolution of complaints alleging any action prohibited by Federal, State, and Local policies, regulations and laws. This policy takes the position that no employee or program participants shall be excluded from participation in, or denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal, State, or Local assistance, provided the participant or employee meets the eligibility requirements for participation.
1. **REPORTING PROCEDURE:**
 - A. **General Public/Participant:** Any person desiring to file a complaint concerning the Evangeline Council on Aging, Inc., its activities, or programs, shall make his/her complaint in writing, and submit it to the Executive Director.
 - B. **Employees/volunteers:** complaints shall be submitted in writing to the immediate supervisor.
 - C. Evangeline Council on Aging, Inc. form 21 shall be used to submit complaints and appeals. The same form shall be used and documented throughout the investigation and appeal process.
 2. **INVESTIGATION/RESOLUTION PROCEDURE**
 - A. The Director or supervisor shall conduct an immediate investigation upon receipt of the complaint; the findings of this investigation shall be recorded on ECOA form 21.
 - B. The Complainant will be notified with 3 working days of the findings. In the event of an unfavorable decision, the complainant shall be informed of his/her right of appeal.
 - C. If the supervisor cannot resolve the complaint, it will be submitted to the Executive Director for resolution.
 - D. The Executive Director will conduct his/her investigation, document findings within 5 working days after receipt of the complaint. Except in matters of discrimination, violations of policies, regulations or laws, the decision of the Executive Director shall be final. In the event an un-

favorable decision, the complainant shall be informed to his/her right of appeal.

- E. If the decision of the Executive Director is not satisfactory with the aggrieved, the aggrieved shall be informed of his/her right of appeal to the Board of Directors. The appeal to the Board of Directors must be submitted by the aggrieved in 10 working days after receiving notification of the Executive Director's decision.
- F. The Board of Directors shall review or investigate the complaint as appropriate; the Board of Directors shall inform the aggrieved of their findings within 15 working days upon receipt of the complaint. A copy of the report shall be given to the complainant. The decision of the Board of Directors shall be final, except in matters of discrimination or violations of U.S. Department of Labor.

6. INVESTIGATION RESULTS

The investigation mentioned herein shall be conducted of a complaint as may be appropriate to determine its validity. These rules contemplate informal but thorough investigation, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

7. PURSUIT OF OTHER REMEDIES

The right of a person for prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a complaint with the Office of Civil Rights of the U.S. Department of Labor. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.

Evangeline Council on Aging, Inc.

General Public/Participants Grievance Procedures

Reporting Procedures

- A. Any number of the general public or participant in the Agency's program, having a grievance or complaint shall present his or her complaint to the Director of the Agency in writing.
- B. The Director shall conduct his/her investigation; inform the complainant of the finding within 5 working days of receipt of complaint. The decision of the Director shall be final. If the complaint involves an alleged act of discrimination or violation of policies, regulations, or laws, the complainant may appeal to the Board of Directors within 10 working days after receiving notification of the Director's decision. The appeal must be submitted in writing.
- C. The Board of Directors shall conduct its review or investigation as appropriate, and inform the complainant of its decision in writing within 15 working days after receipt of the complaint. The decision of the Board shall be final.

Appeal

- A. If the decision of the Board of Directors is unsatisfactory with the aggrieved, and the alleged complaint involves an act of discrimination, or violation of Federal, State or Local policies, regulations or Laws, the aggrieved shall be informed of his or her further right of appeal.
- B. The aggrieved shall be provided whatever assistance necessary in the preparation of the appeal and the selection of the appropriate agency to which the appeal shall be submitted.
- C. ECOA Form 21 shall be used to document the complaint and appeal process.

**EVANGELINE COUNCIL ON AGING
EMPLOYEE/CLIENT COMPLAINT FORM**

Date _____

Name of Employee/complainant _____

Address _____ Telephone Number _____

Complaint: _____

(Use additional sheet if necessary)

Signature of Complainant _____

DATES a) Complaint received _____ b) Investigation started _____

DATE REPLY DUE TO COMPLAINANT _____

Investigation findings: _____

Status of investigation: Complaint resolved, complainant notification date _____

Complaint unresolved, complainant notification date _____

Referred to Executive Director _____

Supervisor Signature _____ Date _____

Date Complaint Received by ECOA Director _____

Investigation Started _____ Reply Due _____

Findings _____
