



<b>AgeWell Services of West Michigan</b>	
Policy Name: Participant Grievance and Appeals Policy and Procedure	
Policy No. PS 1.4	Effective Date: 5/30/2019
Approved: <i>Kristen M. Collee</i>	Last Revised:

**SCOPE:**

This policy refers to all AgeWell Services programs:

1. Meals on Wheels (Home Delivered Meals)
2. Lunch and Activity Center (Congregate Meals)
3. Tri-County Protection Team (TCPT) (Elder Abuse Prevention Activities)
4. Senior Center Activities
5. Transportation to Meal Sites (Transportation Volunteer)
6. Senior Transportation Program (Transportation Dynamic)
7. Wellness Program at Tanglewood Park
8. Driftwood Café and Catering

**POLICY:**

If at any time a participant is dissatisfied with the decisions made about services they receive from AgeWell Services a participant has the right to voice concerns through the AgeWell Services Appeal/Grievance process. Some examples include, but are not limited to unresolved complaints, individuals determined to be ineligible for services or the termination of service, and/or complaints of discrimination.

Our first goal is to resolve any concerns through meaningful conversations that involve the AgeWell Service's direct employee or volunteer who was first made aware of the grievance along with their immediate supervisor and the participant.

The following steps will first be taken:

- Contact the office to discuss your concerns with one of the following team members:
  - Program Assistant (HDM)
  - Meal Site Coordinator (Lunch and Activity Center or Transportation to Meal Sites)
  - Program Coordinator (Tri-County Protection Team)
  - Site Manager (Senior Center Activities)
  - Senior Transportation Coordinator (Senior Transportation Program).

- Wellness Program at Tanglewood Park (Wellness Manager)
- Driftwood Café and Catering Manager (Café and Catering Manager)
- Request contact with the program's Manager, Senior Manager and/or Director to discuss your concerns.
- If the situation is not resolved to your satisfaction, request contact with the Executive Director to discuss your concerns. If the situation is not resolved to your satisfaction you may file an Appeal/Grievance with the Board of Directors.

All discussions regarding attempts at resolution of your concerns will be documented on a case note entry and placed in your file.

If the above steps do not meet the satisfaction of the participant, an Appeal/Grievance should be filed taking the following steps:

- The must file the Appeal/Grievance within ten (10) working days of the date that the final decision or action was decided.
- You must document in writing the nature of the problem (why you are dissatisfied) and what you would like to see happen in the situation. You must mail the Appeal/Grievance to: Executive Director, AgeWell Services, 275 W. Clay Avenue, Suite 100, Muskegon, MI 49440.
- The Executive Director will acknowledge in writing that your Appeal/Grievance has been received.

If a participant feels they were discriminated against due to race, color, religion, national origin, age, sex, sexual orientation, height, weight, or marital status, the participants has a right to file a complaint of discrimination with the U.S. Department of Health and Human Services, Office of Civil Rights, or the Michigan Department of Civil Rights in addition to following the internal procedures listed below.

**PROCEDURE:**

- The Appeal/Grievance will be reviewed by a panel of at least (2) people appointed by the Board President. This review will take place at some time during the weekday (Monday-Friday) between the hours of 9:00 a.m. – 5:00 p.m. at the AgeWell Service's Administrative Office.
- This will happen within ten (10) working days of receiving the complaint.
- You can withdraw your Appeal/Grievance at any time during the process.

The panel will then send a report with a recommendation to the Executive Director within ten (10) working days after review. You will be notified of the final decision within twenty (20) working days of the Executive Director's receipt of the final report from the panel.

**ENFORCEMENT:**

This policy and procedure will be enforced by the Executive Director and Associate Director.

Each Department is responsible for communicating the policy and procedure in writing to every new participant who enters their respective program.

**REFERENCES:** PS 1.6 Termination of Services Policy and Procedure