



Grievance Procedures

6/15/17

POLICY: AGENCY – CONSUMER GRIEVANCE

Milestones Area Agency on Aging attempts to foster sound consumer relations through communication and attempted reconciliation of consumer problems. To that end, the Consumer Grievance Procedure has been established. The Grievance Procedure is accessible and applicable to all consumers, and they should feel free to use the procedure without fear of criticism or adverse action.

PUBLIC INFORMATION: This procedure is available upon request through the office HR Director at 563-324-9085, ext 7211. Information on how to request the policy will be listed on the Milestones website. Members of the public are encouraged to utilize the same process.

PROCEDURAL MATTERS:

1. All time limits specified are calendar days. It is in the best interest of agency/consumer relations that matters be resolved as quickly as possible. Time is of the essence in the process of complaint and resolution of the matter(s) at hand, each step should be taken as quickly as possible, but not later than that prescribed time limit. In the event of extenuating circumstances, a time limit may be extended by the agency or upon the request of a consumer.
2. Attempts will always be made to hold grievance hearings at times that are mutually satisfactory to both Milestones and consumer. In the event this cannot be accomplished; Milestones shall have the sole right to establish the time and place of grievance hearings.
3. Grievance issues, which were not raised at the initial step, may not be raised by either party in any subsequent steps.
4. A written statement of the grievance shall be made at Step 1 by the consumer on a form provided by Milestones for such purpose. Written disposition as well as facts and information accumulated shall be attached to the form as the grievance moves from step to step.

GRIEVANCE PROCEDURES:

1. **Immediate Supervisor:** A consumer with a grievance shall discuss it with the Supervisor with which they are interacting, within five (5) calendar days after the occurrence of the action or failure to act.

If after the discussion the concern still exists, the consumer shall file the formal grievance with the Human Resources Department within five (5) calendar days of the meeting with the supervisor (Step 2).

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2. **Human Resources Director:** If a satisfactory solution has not been reached by a meeting with the Supervisor, the consumer may request (within 10 calendar days) the matter be reviewed by the Human Resources Department. Such a request will be in writing, on the form provided by the agency. Upon receiving such a request, the Human Resources Director will meet with the consumer and conduct an investigation. The Human Resources Department will review all materials forwarded and shall render a decision within ten (10) calendar days following the receipt of the request for review. The decision shall be in writing and a copy shall be given to both the Consumer and the Supervisor.
3. **CEO:** If a satisfactory solution has not been reached by a meeting with the Human Resources Department, the consumer may request (within 10 calendar days) the matter be reviewed by the CEO. Such a request will be in writing, on the form provided by the agency. Upon receiving such a request, the CEO will meet with the consumer and conduct an investigation. The CEO will review all materials forwarded and shall render a decision within ten (10) calendar days following the receipt of the request for review. The decision shall be in writing and a copy shall be given to both the Consumer and the Supervisor. The decision of the CEO is final and binding, unless such grievance is directly with the CEO.
4. **Grievance Committee:** (available only in case of grievance with CEO): If the consumer is not satisfied with the decision of the CEO, she/he may, within seven (7) calendar days of the CEO's decision, appeal the matter to the Grievance Committee (comprised of Board members) of the Milestones Area Agency on Aging. Such request will be in writing on the form provided by the agency. The Grievance Committee will meet and may conduct an investigation; the committee shall review the documentation and materials attached to the grievance form and will render a written decision within 14-calendar days of the receipt of the grievance. A copy of the decision shall be delivered to the consumer and to the CEO. The decision of the Grievance Committee is final and binding upon both the consumer and Milestones.
5. **Grievance Against Top Leadership:** A consumer with a grievance against the CEO shall file the formal grievance with the Human Resources Director (See Step #2).
6. If a satisfactory solution has not been reached by meeting with the Human Resources Department, the consumer may go straight to the **Grievance Committee** (See Step #4)

VIOLATION:

It will be a violation of the policies for any employee of Milestones or member of the Board of Directors to interfere with, threaten, coerce, restrain, discharge or otherwise discriminate against any consumer or other person because she/he filed a grievance, gave testimony or otherwise appeared before the Board or any of its committees in connection with a grievance or an appeal.

