



## **POLICY AND PROCEDURE FOR PARTICIPANT GRIEVANCE AND APPEALS**

### **Grievance Policy**

The definition of a grievance is the formal expression of a complaint. All grievances must be in writing submitted to the Executive Director within ten (10) calendar days of the action. The Executive Director will notify the Department on Aging within (10) calendar days after receiving the grievance or complaint. In the case of service participants, after receipt of the written grievance, the Executive Director has ten (10) calendar days to schedule an informal hearing with the grieved party. If, after the informal hearing, the grievance has not been resolved the next step is the appeals process. **All hearings either formal or informal shall have minutes taken and filed in Milestones Central File.**

### **Appeals Process - Participant**

1. Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the ground of race, color or national origin, religion, sex, age, creed, marital or veteran status, political affiliation, physical or mental disabilities, or any other protected status in its employment practices or provision of service be excluded from participation in, be denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance except where it is a requirement by law. Milestones Area Agency is firmly committed to ensuring that no older person is discriminated against on the basis of race, color or national origin in the provision of services in all programs it funds. To ensure that action be taken to comply with Title VI requirements, Milestones has the following policies:

**a. Milestones** will not award a grant or contract unless the proposed grantee or contractor has completed Assurance of Compliance with the Department of Health, Education and Welfare Regulations under Title VI of the Civil Rights Act of 1964. Milestones will maintain a completed Assurance of Compliance with the Department of Health, Education and Welfare Regulations under Title VI of the Civil Rights Act of 1964 as part of the grant or contract on file in the central office.

**b. Milestones** will not make referrals to agencies which are confirmed as known to engage in discriminatory practices.

**c. Denial of service** is not allowed for any service funded in part or in total with state or federal aging funds administered by Milestones on the grounds that an eligible older person cannot or will not make voluntary contribution for services received.

2. Reduction or denial of service based on lack of available funding shall not be considered grounds for a participant grievance or appeal.

3. In the event that a participant is denied services or service is reduced for other than funding availability, a participant may have cause for grievance. If not resolved in the informal hearing process, the unresolved parts may be appealed to the grievance committee of the board.

4. The hearing will take place within ten (10) calendar days of the informal hearing. If the grievance committee's decision is to turn down all or any part of the appeal, the appellant may request a hearing before the entire board of Directors at its next scheduled meeting. The decisions concerning all appeals are subject to the final authority of Milestones' Board of Directors. If, after following the above procedure, the appellant is still not satisfied with the decision, the appellant may appeal to the Iowa Department on Aging, Jessie M. Parker Bldg., 510 E 12<sup>th</sup> St., Suite 2, Des Moines, IA 50309.

**5.** Individuals alleging an infringement of their Civil Rights by Milestones shall follow the procedure as state in this policy under item # 1.

**The Participant Grievance Policy will be reviewed annually with the CMPFE consumers.**

**Client Signature:**

**Date:**

**Advocacy Coordinator Signature:**

**Date:**