

## COMPLAINT PROCEDURE

REFERENCE: IAC 6.10(5)

### **POLICY:**

The Area Agency shall develop a procedure to resolve complaints by area agency employees, participants in services under the multiyear area plan, applicants to provide services, service providers, subcontractors or any other agency, organization or individual directly aggrieved by action of the area agency.

### **PROCEDURES:**

Any participant in services under the multi-year area plan, applicants to provide services, service providers, subcontractors or any other agency, organization or individual affected by actions of the area agency will have access to Aging Resources of Central Iowa's complaint procedures. (See Aging Resources personnel policies for employee specific procedures.)

1. Any of the above directly aggrieved by action of Aging Resources are asked to contact Aging Resources and address the problem through an informal discussion with the Executive Director.

If the problem involves Civil Rights, the complainant may contact Aging Resources' Civil Rights Officer to discuss the complaint through an informal meeting.

2. If the complaint cannot be resolved through informal discussion with the Executive Director (or Civil Rights Officer, if applicable), the complainant should send a letter clearly stating the nature of the complaint to Aging Resources' Executive Director within five (5) working days after the discussion.
3. After receiving the written complaint, Aging Resources will send a letter of acknowledgment to the complainant within five (5) working days. The letter of acknowledgement will contain:
  - a. Reason complaint was not resolved;
  - b. Notice of hearing to be convened;
  - c. Assurance that there will be a full opportunity at the hearing for the complainant to be heard.
4. After the acknowledgement letter is sent, Aging Resources will ask the Board of Directors at its next regularly scheduled meeting to appoint a neutral arbitrator to hear the grievance.
5. Within the (10) working days of the appointment, Aging Resources will send notice

of the hearing date to the complainant.

6. The complainant will present the grievance to the arbitrator and the Executive Director will present the position of Aging Resources.
7. The following rules shall apply to the hearing process:
  - a. The complainant shall have the opportunity to withdraw the request for a hearing in writing until five (5) working days before the hearing.
  - b. There shall be an opportunity to request rescheduling of the hearing for good cause.
  - c. All parties shall be entitled to hear the whole testimony and evidence produced.
  - d. All parties shall have the right to offer evidence and witnesses in their behalf and to rebut or explain testimony or evidence in support of their positions or contentions.
  - e. Notification of the outcome of the hearing will be given to the complainant within five (5) working days after the hearing.
8. Each party will be responsible for paying costs of preparation and presentation of its own case.
9. The arbitrator's decision will be submitted by the Executive Director to the Aging Resources Board of Directors for review at their next regularly scheduled meeting.
10. If the complainant wants to appeal the decision, they may contact the Iowa Department on Aging at the Jessie Parker Building, 510 E. 12<sup>th</sup> Street Suite 2, Des Moines, Iowa 50319, (515) 725-3333.

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