

Attachment L: AAA Protocol for Grievances
To Address Dissatisfaction with Title III Services

Individuals over age 60 who are eligible for Title III services may file a complaint with the Area Agency on Aging (AAA) if they are denied services or if they are dissatisfied with services. All new consumers receive information regarding the Request for Aging Service Access Point (ASAP)/AAA Appeals Process.

Who May File a Complaint

- Individuals receiving or eligible for Title III services.

Process

- An eligible consumer may file a written complaint with the AAA regarding dissatisfaction with or denial of services (Request for ASAP Review).
- Request for ASAP Review Form should be sent to the Performance and Quality Improvement Director (PQID), who oversees AAA activities.

Internal Grievance Review Process

- PQID will contact consumer within seven (7) calendar days notifying them of receipt of document.
- PQID will arrange a time to conduct a phone or in-person interview to discuss the situation. Notice of ASAP Review Date will be sent to consumer.
- PQID will conduct a meeting with the consumer and other family members to gather information to understand the consumer's dissatisfaction with services or denial of services within twenty one (21) calendar days of receipt of document.
- If consumer during the course of the discussion comes to a different understanding and chooses to withdraw the grievance, that will be noted.
- If consumer is unable to come to an understanding regarding the dissatisfaction or denial of services, the PQID will bring the information gathered to the Senior Leadership Team for review.
- Senior Leadership Team (Executive Director, Chief Financial Officer, Associate Director of Programs and Services, Associate Director of Human Resources, and PQID) will meet to discuss and review complaint.
- Dependent on the situation and Title III service, the Executive Director may choose to request that a member or the Chair of the Title III Advisory Council participate in the Complaint Review.
- The Senior Leadership Team may identify that further investigation is needed to understand the current complaint. A plan and timeline will be determined on how that will occur. Information will be gathered and documented by the PQID.
- Within 7 business days, the consumer will be notified of the decision or resolution to the complaint by mail by the PQID.

Extended Review Process

- Once the consumer has been notified of the Senior Leadership Team's decision and if still dissatisfied, within seven (7) business days, the consumer may request to meet with the Executive Director.
- The Executive Director will meet with the consumer and share the background information and the basis for the denial of the request for review within fourteen (14) business days.

Appeal to Board Level

- If the consumer continues to be dissatisfied with the final decision, the consumer may request a meeting with the President of the Board of Directors. Written request must be submitted within thirty (30) business days of decision notification.
- The Board President will review this request in a timely manner with the Executive Committee.
- The Board decision will be the final decision. The Board President will complete a written communication to the consumer informing the consumer of the decision that will be mailed to the consumer.

Documents:

Your Appeal Rights to the Aging Services Access Point

Notice of ASAP Review Date

Request for ASAP/AAA Review

Notice of ASAP/AAA Review Decision