

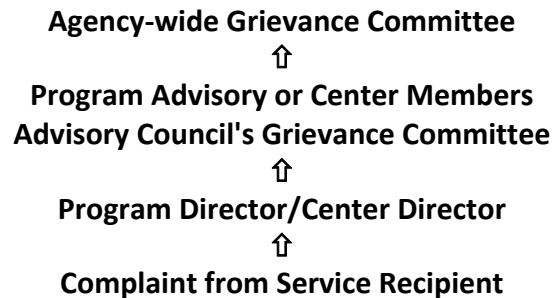


GRIEVANCE POLICY AND PROCEDURES

POLICY

It is a policy of this agency to provide members, participants, and volunteers with an avenue to resolve grievances concerning their involvement at FiftyForward.

PROCEDURES:



Step 1: The service recipient should direct the complaint to the Program/Center Director, who will meet with the service recipient within 10 working days of the incident to discuss and attempt to resolve the complaint. Considerable efforts should be made to resolve the issue at this level. If the grievance includes a complaint of discrimination based on race, color or national origin by a staff member, the Title VI Complaint Policy and Procedure will be followed in addition to the Grievance Policy and Procedure.

Step 2: If the issue is not resolved satisfactorily, the complaint should be put in written form by the service recipient within 10 working days following the meeting with the Program/Center Director and submitted to the appropriate Program Advisory Council or Center Advisory Council.

Step 3: The selected council's grievance committee, appointed by the related Center or Program Advisory Council, will meet within 30 days following receipt of the written complaint to discuss the grievance and render a decision.

Step 4: If the issue is not resolved satisfactorily, the complaint should be presented in writing by the service recipient to the Agency-wide Grievance Committee (Attention: Executive Director) within 10 working days following notification of the Council Grievance Committee's decision. The Agency-wide Grievance Committee shall be composed of four members from the Program Resources and Services Council as appointed by the committee chairperson, one member from the Executive Committee of the Board of Trustees, and the Executive Director.

Step 5: The Agency-wide Grievance Committee will meet within 30 days following receipt of the written complaint and report their decision to the President of the Board of Trustees, who will notify the service recipient in writing of the decision within 10 working days.

Step 6: If dissatisfied with the final decision, the service recipient has the right to appeal to his or her respective area agency on aging, the Tennessee Commission on Aging, U.S. Department of Health and Human Services, Office of Civil Rights, or the Tennessee Human Rights Commission.