



FiftyForward GRIEVANCE POLICY AND PROCEDURES

I. SCOPE

This policy governs all complaints from FiftyForward service recipients except complaints related to Title VI of the Civil Rights Act. Title VI complaints related to discrimination by a FiftyForward staff member based on race, color or national origin will be governed by the FiftyForward Title VI of the Civil Rights Act Complaint Policy and Procedure appended at the end of this document.

II. POLICY

A grievance is any dispute concerning interpretation or application of a policy, practice, or procedure affecting the delivery of services provided by FiftyForward.

III. RESPONSIBILITIES

Complaint from Service Recipient
(Made to FiftyForward staff)



Program/Center Director
(If the Director is the subject of the grievance, skip this step)



Chief Program Officer



Agency-Wide Grievance Committee

IV. PROCEDURES

Step 1: The complainant should direct their concern to the Center/Program Director, who will meet with all parties within 7 working days of notification of the incident to discuss and attempt to resolve the complaint. Considerable efforts should be made to resolve the issue at this level.

- Step 2:** 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 3:** If the issue is not resolved satisfactorily, the service recipient will present the complaint in writing to the Chief Program Officer who will work to resolve the matter within 7 working days of receipt of the complaint.
- Step 4:** If the issue is not resolved satisfactorily, the complainant can present the complaint in writing to the Executive Director of FiftyForward who will work to resolve the matter within 7 working days of receipt of the complaint.
- Step 5:** If the issue is not resolved satisfactorily, the complainant can present the complaint in writing to the agency-wide Grievance Committee (Attention: Chief Program Officer) within 10 working days following notification of the previous decision. The agency-wide Grievance Committee shall be composed of four members from the FiftyForward Board of Directors, including one member from the Executive Committee of the Board of Directors, and the Executive Director.
- Step 6:** 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 Directors, who will notify the service recipient in writing of the decision within 10 working days following the meeting of the Grievance Committee.
- Step 7:** If dissatisfied with the final decision (or at any time), the service recipient has the right to contact any other outside group, including but not limited to his or her respective Area Agency on Aging and Disability and/or the Tennessee Commission on Aging and Disability.

VI. APPENDICES

FiftyForward Title VI of the Civil Rights Act Complaint Policy and Procedure

Please direct questions about this policy to Gretchen Funk, FiftyForward Chief Program Officer, at gfunk@fiftyforward.org or by mail to FiftyForward, 174 Rains Avenue, Nashville, TN 37203.

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