

Appeals and Grievances Procedure

Elderbridge has in place a procedure that consumers who believe they have not been provided services they are eligible for, have been denied funding and/or services or have concerns about conflict of interest will follow these procedures to resolve their complaint/grievance. The following complaint/grievance procedure is also available to organizations that have been denied funding or have not been afforded the same opportunity to provide services as other participating agencies.

Each step of this process will be completed and documented within 10 working days by the appropriate Elderbridge staff. Elderbridge will be responsible for forwarding all documentation onto the next step if necessary, provide instructions to the complainant of the next step process and contact information if the complaint is not resolved.

STEPS:

1. We encourage persons or organizations that have a grievance to resolve it with the person the complainant is directly working with to solve the problem. If a resolution is not reached the complainant can move to the next step for review.
2. A written grievance/appeal will be reviewed by a supervisor. If a resolution is not reached the complainant can move to the next step for review.
3. A written grievance/appeal will be reviewed by Human Resource. If a resolution is not reached the complainant can move to the next step for review.
4. A written grievance/appeal will be reviewed by the CEO. If a resolution is not reached the complainant can move to the next step for review.
5. A written grievance/appeal will be reviewed by the Board of Directors. If a resolution is not reached the complainant can move to the next step for review.
6. A written grievance/appeal will be submitted to the Iowa Department on Aging.

The complainant reserves the right to withdraw the grievance/appeal at any time during the process.