



POLICY & PROCEDURES

Subject: Resolving Complaints/Grievances

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Policy:

Heritage Area Agency on Aging will resolve complaints of employees, program participants served under the multiyear area plan, applicants to provide services, service providers, subcontractors or any other agency, organization or individual directly aggrieved by action of Heritage. Heritage procedures shall comply with relevant statutes, regulations, or rules and shall contain at least the procedures included in IAC [17]6.10(5).

Procedures:

1. Complaints involving employment discrimination, sexual harassment or employee complaints will use the procedures please refer to section 1.6 Complaint and Compliance Procedures within the Heritage Employee Handbook.
2. All subcontractors of Heritage will be required to comply with the complaint resolution requirements by provision in its contract with Heritage. Aggrieved parties served by a subcontractor will be referred to that subcontractor and its grievance procedure.
3. Other parties aggrieved by action of Heritage may include program participants or applicants to services provided directly by agency staff, applicants to provide services, service providers, subcontractors or any other agency, organization or individual directly aggrieved by action of Heritage.
4. The following procedure will apply to other parties aggrieved by action of Heritage who do not apply above:
 - a. The complainant shall report in writing to Heritage an alleged violation of law or perceived unfair treatment within fifteen (15) days of its occurrence.
 - b. Heritage will provide for resolution of the complaint within thirty (30) business days of the official filing.

- c. Heritage will acknowledge the complaint in writing within three (3) business days of the official filing.
 - d. A member of the Management Team or other designee of the Director who is familiar with the program/project/activity in which the grievance occurred, if not named directly or indirectly in the complaint, will contact the complainant within 3 (three) business days of the official filing to arrange a meeting within seven (7) business days following the official filing to listen and attempt to resolve the matter informally. If the grievance is resolved, Heritage will ask the complainant to sign confirmation that he/she agrees the matter is resolved.
 - e. If the matter is not resolved, the complainant may request a hearing by the Director to be held within ten (10) business days following the informal meeting. Notice of the hearing will be sent to the complainant by return receipt mail within three (3) business days after the request for hearing.
 - f. The Director will hold the hearing. The complainant may bring witnesses and the Director will hear the story and have opportunity to ask questions. The Director will consider the complaint in accordance with prevailing laws and regulations and reach a decision. The Director will send written notification of the outcome of the hearing to the complainant by return receipt mail within five (5) business days of the hearing.
 - g. The complainant may elect to appeal the decision of the Director to Iowa Department of Aging pursuant to the Iowa Department of Aging's rules and regulations.
5. Heritage Director or designee will forward notification to the Iowa Department on Aging within fifteen (15) days of the original filing when allegations of discrimination occur.