

Complaint and Grievance Process

It is the commitment of Meals on Wheels by ACC (MoW) to provide quality, caring services to older adults. MoW encourages open communication and mutual cooperation between staff and participants. Upon enrolling participants in the Home Delivered Meal Program, Caseworkers will notify participants of the grievance process either orally or in writing. We encourage individuals to speak directly to MoW staff about specific incidents or concerns. If a complaint, concern or specific situation remains unresolved, persons can submit a complaint or grievance. Complaint and grievance instructions and forms are to be available at all MoW service locations, MoW Administrative Office and MoW website at www.mowsac.org.

Meals on Wheels by ACC recognizes two level of complaints:

- A complaint in which a participant feels unhappy, dissatisfied or aggrieved with our service and wants to inform appropriate representatives with the matter.
- A written grievance with Meals on Wheels by ACC requesting a follow-up response within 15 working days.

Complaints

- Complaints may be expressed in person or by phone.
- Persons will be offered a grievance form or instructions whenever a complaint is verbally expressed.
- If the person declines to file a formal grievance, MoW will document the complaint and any follow-up, and forward the information to appropriate staff.
- MoW will investigate matters as warranted and as reasonable to improve program operations.
- MoW will inform program management and leadership regarding complaints and actions taken.
- Complaints shall be kept on file for three years.

Grievances

- Grievances must be completed in writing and signed. If the person cannot or will not submit a written grievance, but still wants follow-up, MoW staff shall verbally accept the grievance and prepare a written grievance form for the person's signature.
- Grievances should be submitted as soon as possible after the occurrence, but no later than 30 days after the date of occurrence.
- All written grievances against MoW program, service, or staff member shall be reviewed and investigated by appropriate program management. The complainant will receive written notification of the results of the investigation of his/her grievance.
- Grievances will normally be responded to within 15 working days of receipt of the grievance, unless otherwise notified.
- The individual has the right to confidentiality. Only information relevant to the grievance itself will be released to appropriate personnel without consent.
- The complainant may appeal to the MoW Program Director if dissatisfied with the results of the investigation of the grievance. If satisfaction is not achieved, the complainant may appeal to the MoW Board of Directors. If the complainant is dissatisfied with the results of MoW's grievance review, they may send a written statement including results of MoW's review to Area Agency on Aging\4 at 1-916-486-1876 or their website at www.agencyonaging4.org
- Grievances will be kept on file for five years.