

TSC POLICY AND PROCEDURES GRIEVANCE POLICY AND PROCEDURE

Any person dissatisfied with the services received from Teller Senior Coalition is requested to contact the Executive Director/Office Manager of the Teller Senior Coalition at 719-687-3330, 750 E. Highway 24, Bldg. 2, Suite 100, PO Box 6956 Woodland Park, Co, 80866.

All grievances must be submitted in writing within 30 days of the complaint, and a written acknowledgement shall be sent back within five (5) days of receipt. (A sample complaint form is attached to facilitate this process and ensure we obtain the correct information). A hearing will be held within two weeks unless extenuating circumstances are present. The person making the grievance claim may attend the hearing to present evidence and will be kept informed about the actions or rulings resulting from the grievance hearing.

If a grievance cannot be satisfied at this first level of supervision, it will then be referred to the Board of Directors of the Teller Senior Coalition. The grievance will then be reviewed by the President of the Board and three Board Members. The hearing will be held within two weeks unless extenuating circumstances are present. The person making the grievance claim may attend the hearing to present evidence. A written resolution will be issued to the complainant within fifteen (15) working days of the hearing.

If the grievance involves the Board, or if a grievance is still not resolved to the satisfaction of a service recipient, the grievance will be forwarded to the Teller County Board of Commissioners, State of Colorado Department of Local Affairs, or the Pikes Peak Area Agency on Aging (PPAAA) for resolution (depending on the source of revenue for the program about which the grievance was filed). Contact Pikes Peak Area Agency on Aging at (719) 471-7080, 15 S. 7th Street, Colorado Springs, CO 80905 or the Office of Community Access & Independence, Division of Aging & Adult Services, 1575 Sherman St., 10th Floor, Denver, CO 80203 for complaints/grievances involving programs funded under the Older Americans Act. The Colorado Department of Local Affairs can be contacted at (303)864-7720, 1313 Sherman Street, Room 518 Denver, CO 80203 at any point during the grievance process.

If the service recipient and Teller Senior Coalition negotiate a written agreement that resolves the grievance issue, the grievance process will be terminated.

Revised: July 28, 2016