



GRIEVANCE PROCEDURE

It is the commitment of Meals on Wheels of Loveland and Berthoud (MOWLB) to provide quality, caring services to older adults. MOWLB encourages open communication and mutual cooperation between staff and participants. We encourage individuals to speak directly to MOWLB 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 MOWLB office (437 N. Garfield Ave.) and the MOWLB website at www.lovelandmealsonwheels.org/grievance.

CLIENT RIGHTS

- To be informed of all nutrition services provided, and when and how they will be provided.
- To be given the name, address, telephone number of any person and affiliated agencies providing care and services.
- To be given the name address and telephone number of the manager in order to ask questions, express grievances, report absences of meal and or emergencies.
- To refuse in advance any meals without loss of other services.
- To be encouraged and assisted to exercise your right to voice grievances; and seek protection from mental, physical and financial abuse.
- To receive all the services you require without regard to your race, creed, color, gender, sexual orientation, marital status, disability status or political affiliation.
- To be informed verbally and in writing of the agencies complaint procedures, and to seek
- The assistance of outside representatives of your choice to resolve complaints, free fee from interference, coercion, discrimination or reprisal.
- To review your case record.
- To be discharged from the program in accordance with the following: - Be informed in writing of the reason(s) for discharge at least 5 working days prior to discharge - When informed in writing of the discharge, also be informed of the opportunity to appeal the discharge and the process for such an appeal.
- To be treated with consideration, respect and full recognition of your dignity and individuality.
- To have your wishes regarding your home environment, furnishings and possessions respected.
- To expect that persons coming into your home exhibit appropriate standards of behavior.
- To be assured of confidential treatment of your case records.

PROCEDURE FOR FILING A COMPLAINT OR GRIEVANCE

Meals on Wheels of Loveland and Berthoud (MOWLB) 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 mowlb 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, MOWLB will document the complaint and any follow-up, and forward the information to appropriate staff.
- MOWLB will investigate matters as warranted and as reasonable to improve program operations.
- MOWLB 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, MOWLB 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 MOWLB 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 MOWLB Executive Director if dissatisfied with the results of the investigation of the grievance. If satisfaction is not achieved, the complainant may appeal to the MOWLB Board of Directors.
- Grievances will be kept on file for five years.

Complaint and Grievance Form

Name:	Phone:
Address:	Email:
City:	State ZIP
I wish to make the following: ___ Complaint (want to inform, no follow-up necessary) ___ Grievance (follow-up in 15 business days)	
Date of Occurrence:	Location of Occurrence:
(Should be submitted within 30 days of occurrence)	
Person(s) Involved:	
Are you filing this on you own behalf: ___ Yes ___ No If no, what is the name of the person for whom you are filing this complaint or grievance and what is your relationship?	
Explain as clearly as possible what happened:	
Signature:	Date:
Signature and date are required.	

Please read the instructions on the back of this page. Thank You!

Please return forms to: Meals on Wheels of Loveland and Berthoud
 437 N. Garfield Avenue
 Loveland, CO 80537
 Phone: (970) 667-0311