



GRIEVANCE PROCEDURE

It is the commitment of Meals on Wheels for Fort Collins (MOWFC) to provide quality, caring services to older adults. MOWFC encourages open communication and mutual cooperation between staff and participants. We encourage individuals to speak directly to MOWFC 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 MOWFC office (1217 E. Elizabeth St. Fort Collins) and the MOWFC website at www.mealsonwheelsfc.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 for Fort Collins (MOWFC) 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 MOWFC 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, MOWFC will document the complaint and any follow-up, and forward the information to appropriate staff.
- MOWFC will investigate matters as warranted and as reasonable to improve program operations.
- MOWFC 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, MOWFC 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 MOWFC 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 typically 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 MOWFC Executive Director if dissatisfied with the results of the investigation of the grievance. If satisfaction is not achieved, the complainant may appeal to the MOWFC Board of Directors.
- Grievances will be kept on file for five years.

