



Right to Comment and Problem Resolution Policy

Purpose

Senior Services is committed to providing our clients with the highest quality of care and services possible. This policy provides the individuals served with the opportunity for input and comments. Where concerns exist or disagreements occur, we want to work with you toward a mutually satisfactory resolution.

Right to Comment

We encourage your comments regarding any service provided by Senior Services. Periodically, we may telephone you for your comments and/or a questionnaire may be sent regarding our services. Feel free to contact us with any comments or concerns you may have; feedback can help us improve our services.

Problem Resolution

Please let us know if you disagree with a plan of service, service change, or termination. You also have the right to report differences of opinion or alleged misconduct of agency staff or volunteers, as well as privacy violations. If you do have a concern, we ask that you follow the steps listed below. It is our intent to resolve a concern or a complaint at the level closest to the delivery of service whenever possible.

To report a concern or complaint:

- Step 1. Contact your Care Coordinator, Program Manager, Senior Center Site Manager or your primary staff contact about your concern or complaint. A concern or complaint regarding a Volunteer will be made to either the Volunteer Manager or the Program Director of the service area responsible for the Volunteer. Staff will address the issue and follow up with you as soon as possible but no later than one (1) week of receiving the concern or complaint. The Privacy Officer is notified if protected health information is involved.
- Step 2. If the issue is not resolved to your satisfaction in Step 1 or you are not comfortable discussing the concern with your staff contact listed in Step 1, you may contact the Program Director responsible for that service. Please call 989-633-3700 to be directed to the appropriate Program Director. The Program Director will address your concern and will provide for follow up with you as soon as possible but no later than one (1) week of receiving the concern or complaint. The Privacy Officer is notified if protected health information is involved.
- Step 3. If the issue is not resolved to your satisfaction in Step 2, you may contact the Senior Services receptionist at 989-633-3700 to request the Problem Resolution Request form. You may mail or deliver to Senior Services receptionist the completed Problem Resolution Request form.
 1. If the concern or complaint involves protected health information (PHI), the completed form as well as all other documentation and findings will be given to the Privacy Officer who will coordinate an investigation leading to a resolution. (See Complaint Policy and Breach Investigation Procedure)
 2. If PHI is not involved, the completed form will be given to the Executive Director.

Immediate acknowledgement of receipt of the Problem Resolution Request will be provided to you. An investigation of the issue and staff/departments involved will, in most cases, be completed within 30 days of receiving the written complaint. You will receive feedback on the resolution and/or decision made within 7-10 working days.

Step 4. Failing satisfactory resolution in Step 3, you may submit a written request to the Executive Director for a meeting with the Executive Committee of the Board of Directors. All previous written documents and findings will be submitted to the Committee for review. The Committee will proceed with a fact finding investigation as they consider appropriate, and prepare a final report within 30 days of receiving the complaint. The majority decision of the Committee is the final step in Senior Services' Problem Resolution process.

In any instance that a timeframe for a request to a subsequent level or response cannot reasonably be met, the Executive Director may grant an extension and all parties will be notified in writing.

Complaints of discrimination may also be filed with Region VII Area Agency on Aging, U.S. Department of Health and Human Services, Office of Civil Rights, or the Michigan Department of Civil Rights.

Senior Services is an equal opportunity employer. Senior Services will not take any action regarding its employees or volunteers that Senior Services determines, in its sole discretion, would be a violation of its equal employment opportunity policy or any applicable federal, state or local law, regulation or ordinance. Senior Services' equal employment opportunity policy and applicable federal and state law protects employees and volunteers against discrimination based on age, gender, race, religion, sexual orientation, gender identity, gender expression, national origin, genetic information, veteran status, pregnancy, disability, color, height, weight, familial status, marital status or any other protected status.

Created: 10/01/04

Updated and Approved by Board of Directors: 03/18/13

Revised: 07/2014; 08/18/15; 2/11/20; 3/20/24