

## Lake County Council on Aging Older Americans Act (OAA) Funded Services Grievance Policy

As a consumer of Older Americans Act (OAA) funded services provided by the Lake County Council on Aging, your rights are important. The Council on Aging strives to provide the best possible service and treat all consumers with dignity and respect. The Council on Aging adheres to the following principles when it comes to your rights:

1. You have the right to be fully informed, in advance, about each OAA funded service that the Council on Aging offers, and about any changes in the services being received that may affect your well being.
2. You have the right to participate in any process for planning and changing services provided under the OAA by the Council on Aging, unless you have been judicially adjudicated incompetent.
3. You have the right to voice grievances with respect to any service that the Council on Aging provides, fails to provide, without discrimination or reprisal as a result of having voiced the grievance.
4. You have the right to confidentiality of your records.
5. You have the right to have your property treated with respect.
6. You have the right to be fully informed (orally or in writing) of your rights under the OAA, in advance of receiving services; and,
7. You have the right to receive a written response from the Council on Aging or Western Reserve Area Agency on Aging to every grievance voiced.

If you believe that your rights have been violated or are dissatisfied with or have been denied OAA funded services, you may file a grievance within 45 days of the originating incident. The following procedure is in place to address consumer grievances related to services funded through the OAA. If you require assistance with filing your grievance, staff is available to assist you at any point during the process. You may contact the Lake County Council on Aging at (440) 205-8111 and request assistance.

### **Consumers should follow these steps to share their concerns or file a grievance:**

1. A consumer may make an informal grievance verbally or in writing. Informal grievances may also be identified through suggestion boxes, surveys, phone calls, e-mail, etc. You are encouraged to discuss the concern or grievance directly with the Council on Aging staff person involved. Many issues can be resolved at this level.
2. If you feel you do not have resolution after speaking with the staff person involved, you may contact the program director to make them aware of your concerns. The informal process begins on the date that the grievance is received, whether it is in writing or by any other method through which you ordinarily communicate. Once the grievance is received, the program director will have 10 business days to resolve the issue. This may include a face-to-face meeting with you and anyone you wish to bring with you. If your issue has not been addressed to your satisfaction, you will have 10 business days from the conclusion of the informal internal grievance process to request a formal internal grievance.



Informal grievances should be addressed to:

**Nutrition Services**

**Home Delivered Meals, Congregate Meals**

Nancy Niehus, Director of Community Services

8520 East Avenue

Mentor, Ohio 44060

(440) 205-8111

**Aging & Disability Resource Center**

**Information & Assistance, Options Counseling, Benefits Assistance**

Jennifer McLaughlin, ADRC Manager

8520 East Avenue

Mentor, Ohio 44060

(440) 205-8111

3. If the informal internal method does not resolve your issue, the formal internal grievance process is the recommended next step in the process. Formal complaints should be addressed to the Chief Executive Officer (CEO) of the Lake County Council on Aging. The CEO shall arrange to meet with the complainant and the consumer, if different, and any staff person named in the grievance.

**Formal grievances should be addressed to:**

Joseph Tomsick, Chief Executive Officer

8520 East Avenue

Mentor, Ohio 44060

(440) 205-8111

4. If you still feel your needs have not been addressed to your satisfaction or that you do not have resolution as to your grievance, you may contact the Western Reserve Area Agency on Aging and/or the Long Term Care Ombudsmen to request assistance in resolving your grievance.

**Western Reserve Area Agency on Aging**

925 Euclid Avenue, Suite 600

Cleveland, Ohio 44115

(216) 621-0303 / (800) 626-7277

**Long Term Care Ombudsman**

2800 Euclid Avenue, Suite 200A

Cleveland, Ohio 44115

(216) 696-2719 / (800) 365-3112



Lake County Council on Aging  
Older Americans Act Funded Services  
**GRIEVANCE FORM**

To help us ensure that we understand your grievance and can respond promptly, please complete this form and return to:

Lake County Council on Aging  
Attn: OAA Services-Grievance  
8520 East Avenue  
Mentor, Ohio 44060

Name: \_\_\_\_\_

Consumer Name (if different): \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Contact Number: \_\_\_\_\_

**PLEASE DESCRIBE YOUR GRIEVANCE:**

*Please be as specific as you can. Include any names or dates as this may help resolve your grievance. You can use the back of this form or attach additional information.*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please tell us HOW YOU WOULD LIKE TO SEE YOUR GRIEVANCE RESOLVED:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

CM\_046 (5/31/2018)