



Program Participant Complaint Procedure

Any program participant is afforded the following recourse in any complaint against SeniorAge, a SeniorAge employee, or a SeniorAge contracted provider when the program participant believes an unjust action or existing rule creates an unfair condition for his/her position.

The procedure steps shall be conducted in this manner:

- 1.** A written complaint detailing the specifics of the issue and the basis upon which the program participant requests a reversal of decision shall be mailed to the CEO team for SeniorAge (1735 S. Fort Ave., Springfield, MO 65807) within thirty days of the delivery of decision to the program participant.
- 2.** The CEO team will then investigate the matter and answer the request in writing to all parties involved.
- 3.** If this procedure does not produce satisfactory results and the program participant wishes to pursue the matter further, a written request to appeal to a complaint committee must be mailed within thirty days of the CEO response. The CEO team will forward the written complaint and original written responses to a Complaint Committee, appointed from the Board of Directors, for their consideration, comment, and conclusion. In addition to the written records, the parties may be called to appear before the Complaint Committee.
- 4.** If the program participant or any other person connected to the issue is not satisfied with the Complaint Committee's action, the parties involved may request a hearing of the full Board of Directors. This request must be made in writing within 15 days of the Complaint Committee's decision.
- 5.** The decision of the Board of Directors will be final.