

Verona Senior Center Grievance Procedure

Any participant or client of the Verona Senior Center has the right to file a grievance if he or she feels his or her rights have been denied. A grievance is a complaint, difficulty or disagreement about the rights of a participant or client. The individual or any person acting on the individual's behalf may use the grievance procedure. Complaints by several persons concerning the same issue may be investigated together. Grievance proceedings may end at any time if all parties agree. Individuals do not have to use a special form. However, **grievances must be in writing, and include the participant's or client's name and signature, date, and description of grievance.**

Step 1 – Informal Discussion

The complaint procedure may start with an informal discussion between the parties involved, within 30 days of the incident or problem causing the grievance.

Step 2 – Formal Discussion

If the participant or client chooses not to pursue Step 1, they may contact the Director of the Verona Senior Center who is the supervisor of any employee of the Senior Center involved, within 30 days of the incident. The Director will facilitate problem solving of the incident or problem causing the grievance.

Step 3 – Investigation and Decision

If unsatisfied with Step 2, within 45 days of the incident or problem causing the grievance, the participant or client may submit a written complaint to the Verona Seniors Council Committee, who will study the complaint and make an investigation. The Council Committee will make a formal written decision within 14 days of receipt and send it to the parties involved.

Step 4 – Appeal

If unsatisfied with Step 3, within 75 days of the incident the participant or client may file a written appeal with the City Administrator, who will study the appeal and make a formal written decision within 30 days of receipt of the grievance.

This grievance procedure is in addition to, and does not limit, the client's right to pursue other remedies, including the courts.