

Area Agency on Aging 1-B

General Grievances and Complaints Policy

Any consumer\* of AAA 1-B services or assistance has the right to file a grievance or complaint over any unresolved conflict or issue that arises during the course of receiving services, including service received directly from the Area Agency on Aging 1-B (i.e. Information & Assistance) or service received by a contracted agency (i.e. Home Delivered Meals). You may file a complaint or grievance yourself or have a designated representative file it for you.

No retaliation will be placed upon the griever, and all attempts will be made to keep the grievance anonymous.

Complaints of Discrimination should be filed with the U.S. Department of Health & Human Services, the Office of Civil Rights, or the Michigan Department of Civil Rights (313-456-3700).

The Grievance and Complaint Process is as follows;

Grievances or complaints should be discussed with your first point of contact at AAA 1-B or the provider agency directly, in an attempt to resolve the matter. If the issue is related to provider service delivery, all attempts should be made to resolve the issue with the provider directly.

If the issue has not or cannot be resolved, send a **written complaint** to the Area Agency on Aging 1-B, 29100 Northwestern Hwy, Suite 400, Southfield MI 48034, attention: Quality Assurance Manager. The written complaint **must** be sent within **60 days** of the initial report of the grievance. The written complaint must include the reason for the complaint, expected resolution or outcome, and any attempts (including a timeline of events) made to resolve the issue previously. Please note all written complaints must be mailed to AAA 1-B, e-mails will not be accepted for the grievance process due to privacy regulations.

The Quality Assurance Manager will review the grievance with the appropriate AAA 1-B department director. If the grievance is related to service delivered by an AAA 1-B contracted provider, the Quality Assurance Manager or the Director of Network Development will follow-up with the provider directly.

The Quality Assurance Manager or designee will contact you and/or your designated representative **within ten business days** of receiving the complaint and provide a written decision on the grievance.

If your grievance or complaint has not been resolved to your satisfaction, the next step is to send the complaint or grievance to the AAA 1-B Chief Executive Officer for additional review. Mail the complaint or grievance to the Area Agency on Aging 1-B, 29100 Northwestern Hwy, Suite 400, Southfield MI 48034, Attention: CEO. The CEO will review all prior information and determine if additional efforts can be made to resolve the issue. The CEO will respond to the complaint in writing with a decision within 10 business days.

If you are not satisfied with the response of the CEO, the final step in the grievance and complaint process is to appeal the decision to the Board of Directors. If the decision is to appeal, you must submit your request to appeal in writing to the Board of Directors, within 30 days of receiving notice from the CEO. You will receive a notice, including information on the date and time of the Board of Directors meeting, when your complaint will be heard. After receiving notice, you or your representative **must** respond in writing that someone will be in attendance to present the complaint to the Board of Directors. Confirmation of attendance must be received at least 2 weeks prior to the date of the meeting. Failure to meet this requirement may result in postponement of the appeal. The Board of Directors will provide a final decision, in writing, within 5 business days of the Board meeting

All general complaints and grievances will be tracked and filed by the Quality Assurance Manager within the Operations department.

***\* Please note that a participant enrolled in the MI-Choice Waiver Program, Community Care Management or Community Living Program and/or receiving services through a Direct Service Purchase (DSP) vendor should follow the Grievance & Complaint procedure outlined in their Participant Handbook as the process slightly varies from the process outlined in this document. For more information, please contact your Care Manager or call 800-852-7795.***

***AAA 1-B Contractors or Vendors should use the Grievance procedure outlined in the provider Operating standards, available at*** [***www.aaa1b.com***](http://www.aaa1b.com) ***under “Doing Business With Us.”***