

GRIEVANCE PROCEDURES

For purposes of this policy, a grievance is defined as any dispute between the client (to include both Club Member and Caregiver) and Joe's Club as part of the Brevard Alzheimer's Foundation, Inc. (hereafter referred to as BAFI) involving the interpretation of BAFI's policies and procedures. Any client that is not satisfied with the service provided, feels affirmed, or is facing termination or reduction of services shall discuss the issue with the Center Manager. Any client not satisfied with the results of the discussion may file a written grievance as contained in this policy.

Purpose of Procedure

The purpose of this grievance procedure is to provide each client with the opportunity to review and discuss disputes or differences. The filing of a grievance by a client shall in no way affect the client's status with BAFI.

Action Step One

The aggrieved client must present a grievance in writing to BAFI within ten (10) calendar days after the date of the occurrence. The Center Manager will investigate, report to the Executive Director and the grievance will be addressed in writing to the aggrieved client within ten (10) calendar days after receipt of the grievance. Services may not be reduced or terminated during the ten (10) calendar day period.

Action Step Two

If the client is not satisfied with the written response of the Center Manager/Executive Director, the client may appeal the finding in writing within seven (7) calendar days to the Chairman of the Executive Committee of BAFI. The Chairman will respond in writing to the aggrieved client within seven (7) calendar days. The response will include: a time and place for the review; assignment of one or more unbiased persons appointed to review the case. The client will be given the opportunity to present the argument(s), evidence and witnesses without interference during the review. If necessary, a contact person for any accommodations necessary under the Americans with Disabilities Act will be provided. Once the Chairman of the Executive Committee hears the grievance and makes a decision, the decision is the final step in the BAFI Grievance Procedure.

Action Step Three

Any eligible client who had first followed the hearing complaint procedures established by BAFI, and who still feels the issue is unresolved, may present a complaint to the Area Agency on Aging (AAA) and follow their respective grievance procedures. The local AAA is the Senior Resource Alliance, 3319 Maguire Blvd #100, Orlando, FL 32803.

Responsible Party's Name (Please Print)

Member's Name (Please Print)

Signature

Date