

# Complaint Resolution Procedure

(Adopted July 1991 – updated June 2011)

To: Citizens of Otsego County  
From: The Otsego County Commission on Aging  
120 Grandview Blvd. Gaylord, MI 49735

## HELP US HELP YOU

Any citizen wishing to express concerns with any services provided or decision made by the Board of Directors or its staff may contact in person and/or in writing the following:

Dona J. Wishart, *executive director*      Dale A. Gehman, *director*

## BOARD OF DIRECTORS

Jack Thompson, *president*                      Mary Sanders, *vice president*  
James Camiller, *treasurer*                      Pat Slominski, *secretary*

Richard Beachnau  
Alan Couture  
Joe Duff  
Rudi Edel  
Jim Mathis  
Lee Olsen - Liaison

We are all here to help and serve the older adults and their caregivers of Otsego County. If you have any questions, comments or complaints, please do not hesitate to let us know. Thank you for helping us to better serve you.

The OCCOA complies with Federal Civil Rights Act (196), Elliot-Larson Civil Rights Act, Michigan Handicappers Civil Rights Act, and Section 504 of Federal Rehabilitation Act of 1974 and verify that there is no discrimination against employees, applicants or recipients of service. Complaints and appeals pursuant to this compliance may be made to the Area Agency on Aging, NEMCSA, 2375 Gordon Road, Alpena, MI 49707.

Clients of the OCCOA have the right to:

- Comment about service provision

- Formally post a complaint against the agency
- Appeal a decision of service ineligibility and/or service termination

The process for pursuing complaints is outlined below:

- Complaints must be made in writing to the appropriate OCCOA Department Head stating the nature of the issue and providing the name, address, and signature of the individual making the complaint. The appropriate staff member will contact you personally and attempt to resolve the issue within 10 business days.
- If you are not satisfied with the problem resolution offered by the OCCOA staff member, please forward your complaint/appeal to the Executive Director of the OCCOA for review and consideration. The Executive Director will attempt to resolve the issue with the appealing party within 10 business days.
- If you are not satisfied with the resolution offered by the OCCOA Executive Director, you may appeal to the OCCOA Board of Directors by informing the Executive Director of your wish to do so. The appeal will be put on the Board's next regularly scheduled meeting agenda for its consideration.
- The OCCOA Chairperson, upon notification of the appeal, will appoint a committee of three board members to review the circumstances of the appeal. The committee will make an appropriate recommendation to the board at its next regular meeting. The OCCOA Board of Directors will then make a final determination regarding the appeal. Notification of this determination will be sent to all of the involved parties.
- Appeals of the OCCOA Board of Directors' determinations may be made to the Region 9 Area Agency on Aging, 2375 Gordon Rd., Alpena, MI 49707 (989-356-3474). The Area Agency on Aging will investigate the concern and attempt resolution. If the resolution is unsatisfactory, the complainant may forward the complaint to the Michigan Department of Civil Rights and/or the Departments of Health and Human Services within 180 days from the date of the alleged action. They can be contacted at Offices of Services to the Aging, PO Box 30026, Lansing, MI 48909.

**WE ARE AN EQUAL OPPORTUNITY EMPLOYER**