**Consumer Complaint and Grievance Procedure**

Missoula Aging Services (MAS) recognizes that the people we serve have the right to provide feedback for the purpose of improving services and enhancing the quality of life for those served.

This grievance procedure has been designed to ensure that all complaints concerning services provided by MAS are resolved in a consistent, professional and sensitive manner. MAS commits that under no circumstances will MAS or its employees will retaliate against any person filing a complaint or grievance. MAS shall publish this procedure on its website, provide it to any consumer requesting the procedure, and place a copy in a public area of MAS. This grievance procedure shall apply to the person receiving services, caregivers and family members of people receiving services and volunteers.

If you are unhappy with any services from MAS, we ask that you first communicate your concerns with the person directly involved, as well as offer possible solutions in order to resolve the issue. If that person cannot respond satisfactorily, we welcome and encourage you to submit your concern(s) by following the grievance procedure below.

1. If the consumer wishes to file a formal grievance rather than resolve the matter informally, a written explanation of the grievance shall be filed. If the person requests assistance with writing their complaint, an objective representative shall be assigned to assist. The original document is sent to the MAS Department Director and a copy will be provided to the consumer and their representative, if the consumer has requested such assistance.
2. The MAS Department Director shall promptly within ten (10) business days arrange a meeting with the consumer and/or the consumer’s representative in order to hear the grievance and discuss possible solutions. Any staff member named in the grievance shall be interviewed by the MAS Department Director and/or the representative at a separate meeting. At the conclusion of a complete investigation within ten (10) business days, the MAS Department Director shall discuss his/her decision with the consumer and/or the consumer’s representative. If all parties agree with the resolution, a brief written record of the complaint along with a written agreement identifying actions to be taken shall be signed and copies will be provided to the consumer and/or representative, the staff person as well as the MAS Chief Executive Officer.
3. If the grievance is not resolved to the consumer’s satisfaction it shall be promptly (within ten (10) business days) referred for review by the MAS Chief Executive Officer at the consumer’s request. All documentation gathered through the investigation shall be included with the referral. The MAS Chief Executive Officer may meet with the consumer and/or representative to interview and review the decision by the MAS Department Director. The MAS Chief Executive Officer shall provide the consumer and/or representative with a written response within ten (10) business days.
4. If the grievance is not resolved to the consumer’s satisfaction, the consumer or their representative may appeal the decision to the MAS Governing Board in writing within ten (10) business days. A written response will be provided to the consumer and/or representative within ten (10) business days. This will serve as a final decision as part of the grievance procedure.