



The Southeast Michigan Senior Regional Collaborative's (SRC) grievance policy and procedure is to allow those participating in SRC programming the opportunity to seek resolution in an equitable, non-punitive manner and with no adverse repercussions to the participant and/or his/her status in current/future programs.

Additionally, it is the policy of the SRC to treat all participant's information confidentially. The SRC will investigate any reported violation of this policy. If you have any questions, please ask your program supervisor/contact for information. If you have a complaint about our services, facilities or staff, we want to hear from you. We will do everything we can to see that your experience with the SRC is professional in every way.

POLICY

1. Participants have the opportunity to express themselves regarding problems they are experiencing within a program without being subject to any adverse action.
2. The grievance process shall not interfere in any way with a participant's status in the program, or with other aspects of the program.
3. There shall be an appeal process that exists independently of the specific program activity that is the subject of the grievance, and shall have various levels of appeal.
4. Participant's grievances must be transmitted without alteration, interference or delay to the party responsible for receiving and investigating it.
5. If the participant perceives themselves as subject to substantial risk of imminent sexual abuse, they may verbally contact and file a grievance immediately with the SRC Coordinator.

PROCEDURE

1. The participant shall initiate the grievance in writing to the appropriate supervisor via a Participant Grievance Form. Located at semisrc.org/grievances.
2. The supervisor shall meet with the client within seventy-two (72) hours of receipt of the grievance, and shall review all aspects of the problem(s) outlined by the participant.
3. If the appropriate supervisor is unable to resolve the grievance to the participant's satisfaction, the participant may appeal that decision to the SRC Coordinator. If the supervisor was the SRC Coordinator, then the grievance is to be sent to the Executive Director.
4. The Participant may forward the appeal via the SRC Coordinator. The SRC Coordinator shall be responsible for forwarding the participant's grievance to the Executive Director and Board Chair within forty-eight (48) hours of the participant requesting an appeal, and shall include specific documentation and rationale as to why the participant's grievance was denied. Or the participant may forward their appeal to the Senior Regional Collaborative's office via US Mail/via email at:



**6900 McGraw Ave Detroit, Mi 48210 or info@miseniors.org
Subject Line: Grievance**

5. The Executive Director and Board Chair, or designee, shall collect all relevant information that will be presented in writing during the meeting with the participant.

6. The Executive Director and Board Chair must meet with the participant within five (5) days of the receipt of the request to meet.

7. If the issue is not resolved to the participant's satisfaction, the participant may continue to appeal to the full board of the Senior Regional Collaborative for satisfaction via US mail/via email at:

**6900 McGraw Ave Detroit, Mi 48210 or info@miseniors.org
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8. If all IN-HOUSE remedies fail, the participant shall have the right to contact the funding source to seek a remedy to the grievance utilizing Senior Regional Collaborative's procedures.

9. Should the funding source be unable to resolve the issue the matter may be referred to an Ombudsman. In instances of sexual abuse or sexual harassment, the Executive Director may receive the grievance directly,

10. The agency shall issue a final agency decision on the merits of any portion of a grievance within 90 days of the initial filing of the grievance. The agency shall inform the participant whether the allegation has been determined to be substantiated, unsubstantiated or unfounded.

11. If a participant verbally contacted or submitted a written grievance citing they were subject to a substantial risk of imminent sexual abuse to the SRC Coordinator, the SRC Coordinator will meet with the client within 24 hours and a final decision will be issued in 5 days.

12. In instances of allegations of sexual abuse or harassment by a staff member or another participant, the agency shall inform the participant whenever:

- The staff member is no longer working as part of the participant's program
- The staff member is no longer employed with the agency
- The agency learns that the staff member or resident has been indicted or convicted on a charge related to sexual abuse

13. If a third party files a request/grievance on behalf of a participant the SRC may require as a condition of processing the request that the alleged victim agree to have the request filed on his behalf and may also require the alleged victim to personally pursue



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any subsequent steps in the administrative remedy process.