

## **Sierra Senior Services**

**Policy Title:** Grievance Policy and Procedure

**Adopted:** 09/04/2025

### **I. Purpose**

The purpose of this Grievance Policy and Procedure is to provide a fair, transparent, and accessible process for addressing complaints and concerns raised by participants, caregivers, employees, or volunteers of Sierra Senior Services (the “Organization”). This policy ensures that grievances are handled promptly, respectfully, and without fear of retaliation, while protecting the dignity of those we serve and the integrity of the Organization.

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### **II. Procedures**

#### **Step 1: Informal Discussion (Optional)**

- Participants are encouraged to first speak with any staff member or supervisor to try to resolve the issue quickly.

#### **Step 2: Complaint**

- If not resolved informally, a complaint may be submitted verbally or in writing using the Sierra Senior Services Grievance Form.
  - Staff may accept completed grievance forms but may not assist in filling them out.
  - Staff must forward all grievances to the Executive Director (ED) immediately upon receipt, and no later than the next business day.
  - If the grievance involves the Executive Director, it should be submitted directly to the President of the Board of Directors.
  - California participants: Grievances should be filed within 30 days of the incident whenever possible.
  - Nevada participants: Grievances related to services should be filed as soon as possible. Grievances involving property damage may be filed up to one (1) year from the date of the incident.
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#### **1. Who May File a Grievance**

Any participant, caregiver, representative, employee, or volunteer of the Organization may file a grievance.

#### **2. How to File a Grievance**

- Grievances may be submitted verbally or in writing.

- A grievance form is available at the Organization's office, all dining sites, and can be mailed upon request.
- Grievances should be submitted to the Executive Director.
- If the grievance involves the Executive Director, it should be submitted directly to the President of the Board of Directors.

### **3. Acknowledgment and Review**

- The Organization will acknowledge receipt of a grievance within 5 business days.
- The Executive Director (or Board President) will conduct a fair and impartial review, which may include interviews and review of records.
- All grievance information will remain confidential and will be shared only with those directly involved in the resolution.

### **4. Decision**

- A written decision will be provided to the complainant within 20 business days, unless more time is required.
- The written decision will include:
  - A summary of the grievance;
  - The findings of the review;
  - Any corrective actions, if applicable; and
  - Instructions for appeal.

### **5. Appeals**

- California Residents: Appeals may be submitted within 10 business days to the Area Agency on Aging.
- Nevada Residents: Appeals may be submitted within 10 business days to the Nevada Aging and Disability Services Division (ADSD). Residents of licensed facilities may also contact the Long-Term Care Ombudsman.

### **6. Protection from Retaliation**

No complainant, employee, or volunteer will be retaliated against for filing a grievance, participating in a review, or submitting an appeal. Retaliation may result in disciplinary action.

### **7. Notification of Policy**

- This policy will be posted in visible areas at the Organization's office and dining sites.
- Home-delivered meal participants will be informed of this policy at the time of enrollment.

### **8. Recordkeeping**

All grievances, findings, decisions, and appeals will be documented and maintained in confidential files accessible only to authorized staff or officials.

### **9. Review of Policy**

This policy will be reviewed regularly by the Organization and updated as needed to ensure accuracy and effectiveness.