

North Iowa Community Action Organization

Grievance/Complaint Policy

Client Grievance/Complaint Procedure

Grievance:

A grievance is an official statement of a complaint over something believed to be wrong or unfair with a program policy. Clients may seek a solution to their concern by reporting to the Program Coordinator. The grievance may proceed upward through the Program Coordinator, Human Resource Department, and Executive Director whose decision is final. Notice of decision will be provided in writing postmarked within ten calendar days of reporting the grievance at each level.

Complaint:

A complaint is a concern about daily program operations. Clients may seek a resolution to their complaint by reporting to the Program Coordinator. The complaint may proceed upward through the Program Coordinator, Human Resource Department, and Executive Director whose decision is final. The complaint must be reported within ten working days of occurrence and a written notification of decision must take place within ten working days of complaint. Each appeal must take place within ten working days of the written notification of the decision regarding the complaint and a written notice of decision must take place within ten days of the appeal.

Community Grievance/Complaint Procedure

Grievance:

A grievance is an official statement of a complaint over something believed to be wrong or unfair with a program policy. Community members may seek solutions to their concerns by reporting in writing to a Program Coordinator. The grievance may proceed upward through the Program Coordinator, Human Resource Department, Executive Director, NICA0 Audit Committee, and finally to the NICA0's Board of Directors whose decision is final. A written notification of decision regarding the grievance will occur within 10 days at each level reached out to for a response.

Complaint:

A complaint is a concern about daily program operations. Community members may seek a solution to their complaint by reporting in writing to the Program Coordinator. The complaint may proceed upward through the Program Coordinator, Human Resource Department, Executive Director, Audit Committee, and the NICA0 Board of Directors. The final resolution to the complaint will rest with the NICA0 Board of Directors. The complaint must be reported within ten days of the occurrence. Each appeal must take place within ten working days of the written notification of the decision regarding the complaint. Each appeal must take place within thirty days of the written notification of decision and a written notification of decision must be made within sixty days of the complaint or appeal.

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