



Client Grievance Policy and Procedures

It is the policy of Calcasieu Council on Aging that services will be provided to all individuals who are eligible without discrimination on the basis of race, creed, color, age, sex, gender, sexual orientation, religion, ancestry national origin, physical or mental handicap, immigrant status, political affiliation or belief.

As a client of Calcasieu Council on Aging, you have the right to file a grievance if you feel you have been treated unfairly in any way. You will suffer no repercussions in service delivery as a result of filing a grievance. All grievances will be addressed in a confidential manner.

If you have a grievance or recommendation, you should first discuss it with the Program Supervisor by calling the Calcasieu Council on Aging main office. If this is not successful or if this is not an option, you should proceed with the following steps:

1. A written statement should be prepared (including date and time of the grievance). You may ask for assistance from the CCOA Program Manager. A Grievance Reporting form is available from Calcasieu Council on Aging.
2. Submit the grievance to CCOA within 10 working days. An appointment will be scheduled for you to meet with the Program Manager to resolve your grievance.
3. If a resolution has not occurred within 10 working days, your grievance will be referred to the Executive Director. The Administrative Assistant will schedule an appointment to have the Executive Director meet with you. The Executive Director will listen to the information about the incident and will mediate the grievance.
4. If the determination of the Executive Director and/or Program Manager is still not satisfactory to you, it will be requested that the agencies governing authority, The Governor's Office of Elderly Affairs review the matter.

All written correspondence can be faxed to, mailed to or dropped off at:

Calcasieu Council on Aging
3950 Hwy. 14
Lake Charles, LA 70607
(337) 474-6563 (Fax)

Governor's Office of Elderly Affairs
P.O. Box 61
Baton Rouge, LA 70821
(225) 342-7100
(225) 342-7133 (Fax)

Contact Information:
Calcasieu Council on Aging Main Office
(337)474-2583

Signature

Date