



Nutritious Meals • Transportation • Home Improvements • and Other Services for Seniors in Seminole County

CLIENT GRIEVANCE POLICY AND PROCEDURES

- Meals on Wheels, Etc. may initiate the postponement or termination of weatherization services through a certified letter sent to client outlining the justifiable reason or reasons for postponement or termination of weatherization services.
- Client may request a grievance review.
- A request for a grievance review must be in writing and delivered to Meals on Wheels, Etc. within ten (10) calendar days of the notification to reduce or terminate weatherization services.
- Meals on Wheels, Etc. upon receipt of the written grievance from client, will review the grievance and determine a course of action. A certified letter will be sent to the client:
 - Outlining the issue
 - Clarifying application program guidelines
 - Indicating the action required by client (if applicable), or
 - Indicating action Meals on Wheels, Etc. will take to either resolve the issue or justify their position.
- Client response to certified letter must be in writing and delivered to Meals on Wheels, Etc., ten (10) calendar days from day certified letter was sent.
- Once time frame has expired, if no response is received, a follow-up second certified letter will be sent indicating that the file will be administratively closed.
- In the event of a complaint/appeal, the complaint/appeal shall first be heard by the:
 - Executive Director
- Should the first designated party be unable to resolve difficulty, the final hearing will be held by:
 - Board of Director of Meals on Wheels, Etc.
- All complaints received by the Department will be referred to the Recipient.

Client Signature: _____ Date: _____

Meals on Wheels, Etc. Rep: _____ Date: _____

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