

**Central Vermont Council on Aging
Policies and Procedures
Area Plan FFY 2022-2025**

7. CVCOA GRIEVANCE PROCEDURE

CVCOA strives to provide quality services to clients, and helpful suggestions and/or constructive criticism are always welcome. Clients will not be denied service because of a complaint. This policy is incorporated into our new client information sheet, which is given to all new clients. A copy of this policy is also available upon request and is posted on our website.

Steps you may take if you are dissatisfied:

1. Discuss the issue with the employee in question.
2. If the situation cannot be resolved to your satisfaction with the employee, contact the employee's supervisor. A supervisor can be reached by calling 479-0531 or 1-877-379-2600 toll-free, by writing to 59 N. Main Street, Suite 200, Barre, VT 05641, or emailing info@cvcoa.org. A supervisor will respond to you within three working days to attempt to resolve your issue.
3. If the problem is not resolved to your satisfaction by the supervisor, you may contact the Executive Director of CVCOA, by calling 479-0531 or 1-877-379-2600 toll-free, or by writing 59 N. Main Street, Suite 200, Barre, VT 05641, or emailing info@cvcoa.org. The Executive Director will respond to you within 10 working days.
4. If you still feel that your problem has not been addressed, you may ask for a formal review by the Department of Disabilities, Aging and Independent Living at the State of Vermont, at 802-241-0294. The address is HC 2 South, 280 State Drive, Waterbury, VT 05671-2020. The Department of Disabilities, Aging and Independent Living oversees some of the programs administered by CVCOA and these programs may be governed by independent grievance policies.
5. All contacts to CVCOA may be made in writing, by email, by phone or in person.