



**WALLA WALLA
SENIOR CENTER**
THE CENTER AT THE PARK
720 SPRAGUE ST
WALLA WALLA, WA 99362

Join us on our mission to empower our community members,
specifically older adults, to live healthy and happy lives

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Client Grievance Procedure

All clients have the right to a hearing regarding eligibility determination and client satisfaction issues. Grievances should be resolved at the lowest possible level before being referred to County and State Agencies.

1. The client grievances must be submitted in writing by the client or his/her representative to the contracting agency.
2. An acknowledgment of receipt of the client grievance will be made in writing by the Senior Citizen's Center's Executive Director within ten (10) days of its receipt.
3. A hearing date will be established within fifteen (15) working days of receipt of the grievance.
4. A committee composed of the Senior Citizen's Center's Executive Director, a Program Supervisor, or Administrative Staff person, the Chairman or Designee of the Senior Citizen's Board of Trustees Personnel Committee will review the grievance. The SCC Board of Trustees' President will moderate the hearing.
5. Presentations can be in writing, done orally, or both. The basis for the presentation is the explanation of the areas the client deems were not considered or considered incorrectly in determining eligibility or the areas the client deems service was not provided satisfactorily.
6. The client or his/her representative and the SCC each has a total of sixty (60) minutes to give their presentation; ten (10) minutes may be reserved for rebuttal after each party has been given an opportunity to present his/her case.
7. All parties may be present during the presentations. After all presentations are made, the hearing will be closed. The Grievance Review Committee will then examine the information presented and make a determination.
8. The decision of the committee will be sent in writing to the client and the SCC within fifteen (15) working days after the hearing.
9. Clients will have ten (10) working days from receipt of the committee's decision to respond for an ALTC level hearing.
10. Clients of Senior Citizens Services Act, Social Services Block Grant or other state funded services have the right to a fair hearing before the Department of Social and Health Services (DSHS) under the Administrative Procedures Act (RCW 34.04) on issues pertaining to service eligibility.
11. The client grievance must be submitted in writing by the client or his/her representative to ALTC, P.O. Box 8349 Yakima, WA 98908