

Lafayette Council on Aging

Grievance Policy

If a team member feels they have been treated unfairly or have a problem they should first contact or discuss it with their immediate supervisor. A Grievance procedure has been established for problems they cannot resolve in this manner. An employee has the right to due process and should contact human resources if the matter is not resolved after the discussion with the supervisor.

Clients should first contact the Supervisor if they have any problems or concerns. A client has the right not to work with an employee that they have a complaint against until the complaint is resolved. LCOA shall insure that a client does not have to work with the employee they have a grievance with until the complaint is resolved. If the supervisor cannot solve the problem the client should go to the Personnel Director for assistance. If the Personnel Director cannot provide an adequate response the client may call the Executive Director and the president and the Board of directors.

Clients have the right to choose LCOA as their provider agency. Clients also have the right to dismiss LCOA at anytime for any reason.

The Supervisor or the Executive Director shall research each grievance to insure the client and all persons are treated fairly and the matter is resolved. A report shall be issued within 5 working days of the receipt of the Grievance to the client, the client's advocate, case management, authorized representative and the person who makes the grievance.

Advocacy Center
8325 Oak Street
New Orleans, LA 70118

1.800.960.7705
(Voice or call relay at 711)

1.855.861.3577 (TTY)

advocacycenter@advocacyla.org

For information in Spanish please call 1-800-960-7705, press 3. Para información en español por favor llame 1-800-960-7705, oprima 3.

For information in Vietnamese please call 1-800-960-7705, press 4. Để đòi hỏi những công tác (dịch vụ) bằng tiếng Việt, xin gọi 1-800-960-7705, mở rộng 4.