

**S. C. APPALACHIAN COUNCIL OF GOVERNMENTS  
AREA AGENCY ON AGING  
GRIEVANCE PROCEDURES**

All programs supported by the S. C. Appalachian Council of Governments' Area Agency on Aging must be operated in compliance with the standard assurances listed below:

1. Residence or citizenship will not be imposed as a condition for the provision of services.
2. Section 504 of the Rehabilitation Act of 1973. Section 504 of the Rehabilitation Act of 1973 states: "No otherwise qualified disability individual...shall, solely by reason of his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."
3. No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance (Title VI of the Civil Rights Act of 1964).
4. A means test is not used to deny or limit an older person's receipt of services.
5. A free and voluntary opportunity is provided for service recipients to contribute to the cost of the service.
6. An eligible individual for serve shall not be denied services based on where one lives.

Any individual who feels he/she has been discriminated against because of race, color, or national origin, residence, citizenship, disability, or income should file a written complaint with the Director of the contractor agency (Provider), within thirty (30) days of the alleged discrimination.

Complainants who voice or otherwise indicate dissatisfaction with the disposition of their complaints shall be referred immediately to the Appalachian AAA. Upon receipt of a written complaint, the AAA will ensure that a prompt and complete investigation is conducted.

If the AAA determines that acceptance of the complaint falls within its boundaries for review, the AAA will acknowledge in writing within three (3) working days of receipt of the complaint and immediate contact will then be made with the contractor named in the complaint. The AAA will schedule a complaint review, if necessary, and advise all parties concerned of the time, date and location and will be scheduled within forty-five (45) days of receipt of the complaint. Once the Grievance Committee holds a review and makes a determination, the AAA will advise the complainant of the outcome. If the complainant and/or the subject of the complaint is not satisfied with the resolution reached by the AAA. An appeal to the next level will be advised.

Copies of this procedure shall be publicly displayed by all projects funded under Title III and Title V of the Older Americans Act through the S. C. Appalachian Council of Governments' Area Agency on Aging.

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