

Boulder County CareConnect Grievance Policy

Every effort will be made to resolve complaints before they become serious. This procedure ensures the rights of clients and volunteers who experience a disagreement with Boulder County CareConnect or a partner agency. BCCC encourages clients and volunteers to follow these steps:

1. Discuss the problem with the Program and Volunteer Director.
2. If the matter has not been resolved within ten working days, the grievance should be presented in writing to the Executive Director. Copies of a grievance form may be obtained by contacting the BCCC office.
3. Upon receipt of the written grievance, the Executive Director will address the issue within five days of receipt.
4. If the matter is not resolved, a hearing date will be scheduled within five working days for the BCCC client or volunteer to formally present the grievance to a Grievance Committee composed of: one BCCC Board Member, one BCCC staff member (other than the BCCC staff member involved) and one BCCC volunteer.
5. The grievance committee will prepare a recommendation in writing for approval within five working days of the hearing.
6. The Executive Director will inform the client or volunteer of the decision in writing within three working days.
7. If the grievance involves a client of either the Medical Mobility or Fix-It YardBusters program and they are not satisfied with BCCC's response, they may contact *Boulder County Area Agency on Aging (BCAAA), PO Box 471, Boulder, CO 80306* within 30 days for further review.