

## CUSTOMER GRIEVANCE AND PROBLEM RESOLUTION PROCESS

It is hoped that your contact with our agency is both beneficial and enjoyable for you. If, however, you feel that you have been treated unfairly, it is your right to seek a solution through a formal problem solving process.

It is the policy of Tempe Community Action Agency that all customers will have the means to file complaints and reach resolution. A customer grievance is defined as dissatisfaction with decisions concerning the customer's case and/or services provided to the customer.

You have the right to file a grievance without interference or fear of retaliation. You may request to have a spokesperson with you at any point during this process.

**Step 1:** First discuss your concern with appropriate Program Manager to try to reach a satisfactory solution. The Manager will document the discussion, and the person placing the grievance will receive a copy of the Manager's documentation.

Senior Program Manager-Economic Security: Marian Jaquez, Tel. 480-422-8922 ext. 5876  
Food Systems Program Manager: Anthony Woodard, Tel. 422-8922 ext 5870  
Health Start Program Manager: Rosario Fuentes, Tel. 480-350-5877  
I-HELP Shelter Program Manager: Sue Ringler, Tel. 480-590-5514  
Senior Independence Program Manager: Jan Nicpon, Tel. 480-858-6511  
Financial Success Center Project Manager: Chris Cirocco, Tel. 480-422-8922 ext 5875

The Program Manager will then respond to you with a decision in writing within five (5) business days of receipt of your Problem Resolution Form.

**Step 2:** If the problem is not resolved, you may request to elevate your issue to the Director of Operations to try to reach a satisfactory solution. The Director of Operations will review results from your meeting with the Program Manager and the response provided to you by the Program Manager. The Director of Operations will document this review and respond to you with a decision in writing within 5 business days.

TCAA Director of Operations: Julie Armstrong-Starkey, Tel. 480-422-8922 ext. 5886  
Email: [juliets@tempeaction.org](mailto:juliets@tempeaction.org)

**Step 3:** If the problem is not resolved through Step 2, you may request to elevate your concern to the Executive Director for a final decision. The Executive Director will make a determination, document the discussion, and provide a written decision within 3 business days.

**Step 4:** **Applicable only to customers enrolled in the Community Action Program or recipients of congregate or home-delivered meals through the Senior Meal Program:** If the concern is not resolved to your satisfaction through Steps 1-3 outlined above, you may submit a letter requesting a case review to the respective TCAA funder (see funder contact information on page 2).

<p><b>For Community Action Program Customers ONLY:</b></p>	<p>If the concern is not resolved to your satisfaction through TCAA's 3-step process, you may submit a letter requesting a case review to the Arizona Department of Economic Security or the Maricopa County Human Services Department. You will receive a response within 10 business days of receipt of your letter.</p> <p>Maricopa County Human Services Dept. Program Manager 234 N. Central Ave., Ste. 3000 Phoenix, AZ 85004 Fax: 602-506-4749</p> <p>Arizona Department of Economic Security Program Manager, 602-542-6600</p>
<p><b>For Customers Participating in Senior Congregate or Home-Delivered Meal Programs ONLY:</b></p>	<p>If the concern is not resolved to your satisfaction through TCAA's 3-step process, you may submit a letter requesting a case review to the Area Agency on Aging Region One. AAA staff will respond within 10 business days of receipt of your letter.</p> <p><i>Area Agency on Aging, Region One</i> 1366 E. Thomas, Ste. 108, Phoenix, AZ 85014 FAX: 602.230.9132</p> <p>Division of Aging and Adult Services (DAAS) P.O. Box 6123 Site Code 950A Phoenix, AZ 85005 FAX: 602-364-1756</p>
<p><b>For Recipients of Food Boxes:</b></p>	<p>Use the TCAA Grievance Process outlined on the previous page.</p>
<p><b>For Participants of Health Start:</b></p>	<p>Use the TCAA Grievance Process outlined on the previous page.</p>
<p><b>For I-HELP Participants:</b></p>	<p>Use the TCAA Grievance Process outlined on the previous page.</p>
<p><b>For Financial Success Center Participants:</b></p>	<p>Use the TCAA Grievance Process outlined on the previous page.</p>

The Tempe Community Action Agency Executive Director shall review all customer grievances for the purpose of continuous quality improvement. A record of customer grievances shall be kept as part of Tempe Community Action Agency's quality improvement documentation. The Tempe Community Action Agency senior management and Board of Directors shall review as appropriate.

Tempe Community Action Agency shall maintain the files and records relating to complaints for a period of three years. Such documents shall be maintained as confidential records.

<b>Customer Problem Solving Form</b>	
<b>Your Name:</b>	<b>TCAA Program:</b>
<b>Date of Event or Concern:</b>	<b>Location:</b>
<b>Please describe the event or concern (include any needed attachments):</b>	
<b>Persons in attendance or who observed the event (including TCAA employees):</b>	
<b>Requested Action (what are you requesting from TCAA to resolve your concern?):</b>	
<b>Please submit this form to the TCAA Program Manager within 24 hours of the incident.</b>	
<b>Signature Customer</b>	<b>Date:</b>
<b>Phone #</b>	<b>Email:</b>
<b>TCAA Staff Person Accepting Form (please print):</b> Submit a copy of this report immediately to the Program Manager and Director.	
<b>Date Received:</b>	

**Tempe Community Action Agency, Inc. 2146 East Apache Blvd Tempe, Arizona 85281**  
**Telephone: 480-422-8922 Fax: 480-361-0176**