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**Grievance Policy**

The Audio Information Network of Colorado encourages listeners to contact us if they have a complaint about a program or a problem with a piece of equipment that AINC has provided to them. The Director of Programming and Volunteer Services will address issues related to programming or a volunteer’s reading. Positive comments are also shared with volunteers.

Equipment issues are addressed by the Listener Services Coordinator. In some cases, issues may be addressed over the phone. If needed the Listener Services Coordinator will go to the listeners home to trouble shoot the problem or set up new equipment.

AINC also solicits input from listeners as to the types of programs that they would find useful and of interest. A listener may contact AINC by telephone, e-mail, letter, or fax. An AINC staff member will contact the listener with a response to their request or gather additional information if needed. If a listener does not feel the staff person is adequately addressing their concern, they may ask to speak to the Executive Director. The Executive Director reviews all changes to programming.

AINC is a contractor of the Boulder County Area Agency on Aging (BCAAA) and the Denver Regional Council of Governments Area Agency on Aging (DRCOG AAA). The following pages apply to those living in Boulder County or the eight county area served by the DRCOG AAA including: Adams, Arapahoe, Broomfield, Clear Creek, Denver, Douglas, Gilpin, and Jefferson Counties.

**Boulder County Area Agency on Aging Grievance Procedure**

AINC is a contractor of the Boulder County Area Agency on Aging. If a listener has an unresolved grievance with AINC they may submit a written complaint within 30 days from the time the problem occurred to the Boulder County Area Agency on Aging (BCAAA), P.O. Box 471, Boulder, CO 80306 (Tel: 303-441-3570). The BCAAA Director will investigate the complaint and will respond in writing within fifteen (15) business days of receiving the complaint. The written response will include:

* A summary of the listener’s concerns or issues,
* the results of the investigation into the complaint, and
* if applicable, AINC’s resolution/response to the concern.

If the listener is not satisfied with the AAA Director’s resolution/response, the listener may appeal within 10 business days to the Executive Director of Boulder County Aging Services. The Executive Director or their designee will review the written appeal, investigate the allegations and if warranted, meet with the listener and/or AINC. The Executive Director will send the listener the findings of their investigation and/or resolution to the grievance in writing within 15 business days of the appeal.

 If the listener is not satisfied with the outcome of the appeal to the Executive Director, a written appeal within 10 calendar days of the receipt of the Executive Director’s decision may be sent to the Manager of the Division of Aging and Adult Services, 1575 Sherman Street, 10th floor, Denver, CO 80203 (Telephone – 303-866-2750). The State Unit on Aging (SUA) Manager or their designee will review the complaint, the investigation process and the resolution to the complaint. The SUA Manager will provide a written response to the listener within 30 calendar days of receipt of the appeal.

**Denver Regional Council of Governments Area Agency on Aging**

AINC is a contractor of the Denver Regional Council of Governments Area Agency on Aging. If a listener has an unresolved grievance with AINC they may submit a written complaint within 30 days from the time the problem occurred to the Area Agency on Aging Director, 1001 17th St., Suite 700, Denver, CO 80202. The AAA Director will investigate the complaint and will respond in writing within fifteen (15) business days of receiving the complaint. The written response will include:

* A summary of the listener’s concerns or issues,
* the results of the investigation into the complaint, and
* if applicable, AINC’s resolution/response to the concern.

If the listener is not satisfied with the AAA Director’s resolution/response, the listener may appeal within 10 business days to the Executive Director of the Denver Regional Council of Governments. The Executive Director or their designee will review the written appeal, investigate the allegations and if warranted, meet with the listener and/or AINC. The Executive Director will send the listener the findings of their investigation and/or resolution to the grievance in writing within 15 business days of the appeal.

 If the listener is not satisfied with the outcome of the appeal to the Executive Director, a written appeal within 10 calendar days of the receipt of the Executive Director’s decision may be sent to the Manager of the Division of Aging and Adult Services, 1575 Sherman Street, 10th floor, Denver, CO 80203 (Telephone – 303-866-2750). The State Unit on Aging (SUA) Manager or their designee will review the complaint, the investigation process and the resolution to the complaint. The SUA Manager will provide a written response to the listener within 30 calendar days of receipt of the appeal.