



221 West 1st St, Duluth, MN 55802
218-722-5545
WWW.ARDC.ORG

CONCERN FORM

Name: _____

Phone: _____

Indicate, by circling, your role:

- Employee
- Client
- Community Member

Description of concern:

Please indicate date of incident and people involved:

Possible solution to the problem:

Signature: _____

Date: _____

Please send completed form to:
Arrowhead Agency on Aging
Attn: Rebecca Sash, AAA Director
221 West 1st Street, Duluth, MN 55802

Arrowhead Area Agency on Aging Director

Date received:

ARDC Executive Director

Date received (if applicable):

ARDC Executive Committee Officer

Date received (if applicable):



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Addressing Concerns Involving Arrowhead Area Agency on Aging Staff, Clients and/or Community Members

Policies and Facilities: A complaint or grievance is a formal expression of concern about any issue thought to be unjust, unfair, or abusive. A grievance procedure is the method of addressing issues and/or concerns that cannot be resolved informally between **Arrowhead Area Agency on Aging** staff, clients and/or community members.

Arrowhead Area Agency on Aging Clients, Staff, Community Members:

1. Complete a "Written Concern Form" stating the reasons for your concern within 5 days of the incident. Send or deliver the written details to the Arrowhead Agency on Aging Program Manager located at 221 West 1st Street, Duluth, MN 55802. The Program Manager will respond within five (5) business days of receiving your written grievance.
2. If a mutually agreed upon resolution is not met, the written grievance will be sent immediately to the Aging Program Director or Arrowhead Regional Development Commission (ARDC) Executive Director. The Aging Program Director or ARDC Executive Director will respond to you within ten (10) business days.
3. If a mutually agreed upon resolution is still not met, the written grievance will be sent to the ARDC Board of Directors. A meeting with the ARDC Executive Committee will be scheduled with you within (5) working days of receiving the decision of the Executive Director regarding the written concern. This is the final level of grievance.