

**SENIOR CITIZENS TRANSPORTATION PROGRAM  
JEWISH COMMUNITY COUNCIL OF GREATER CONEY ISLAND (“JCCGCI”)  
COMPLAINT POLICY AND PROCEDURES**

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**Informal Resolution of a Complaint or Grievance**

JCCGCI recognizes that wherever possible, complaints are best resolved informally by the people involved. JCCGCI encourages any individual with complaints against the JCCGCI or any of JCCGCI's contracted services providers to bring these to the staff member responsible for the decision or conduct about which you are complaining.

If you are not satisfied with the response you have received or are uncomfortable discussing your complaint with the involved staff member, JCCGCI encourages you to share your complaint with the Program Director who in most instances should be able to resolve the problem to your satisfaction.

For individuals that feel their concern has not been resolved informally a formal complaint procedure is available.

**Who Can File a Formal Complaint**

Any individual either receiving or who has requested any type of service or services from JCCGCI or from any of JCCGCI's contracted services providers may file a complaint.

JCCGCI will not take any action to discourage a client or prospective client from filing a complaint or grievance. JCCGCI will take no action to retaliate against a client or prospective client for making a complaint, expressing a grievance, providing information verbally or in writing or in any manner questioning the conduct of, or expressing an opinion about, the performance of JCCGCI or any of its employees, contracted service providers or the staff of any contracted services providers.

**Types of Complaints**

Complaints may be filed regarding any services and/or activities of JCCGCI which raise any issue. This includes:

- the manner in which a service has been provided;
- disagreement with decisions made by JCCGCI;
- a failure to provide a service, or lack of responsiveness to a request for service;
- the actions of our employees – unfair or poor treatment of a person;
- difficulties with getting access to our services, such as physical access to an office, or a failure to provide assistance with communication difficulties;
- complaints about our handling of people's personal and health information;
- complaints relating to services that we fund or subcontract;

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- conflict of interest between an employee's official duties and their private interest; and
- the complaints handling process itself.

**How to make a Complaint**

The following are the appropriate Grievance Procedures for our Program:

**Step I**

Complainant discusses point of dissatisfaction with appropriate people involved (staff or member). If the problem cannot be resolved to the satisfaction of the concerned party, the issue is taken to the Program Director.

**Step II**

Both parties should submit their problem and proposed solution, in writing, to the Program Director.

In matters that fall within the Program Director's jurisdiction, or matters that involve behavior contrary to Program policy or DFTA guidelines, the Program Director's decision can be final.

**Step III**

If party involved is not satisfied, they may appeal the decision to:

Executive Director  
Jewish Community Council of Greater Coney Island  
3001 West 37<sup>th</sup> Street  
Brooklyn, New York 11224

All formal complaints/grievances must be in writing, signed and dated and should describe with specificity the actions/services upon which the complaint is based, and when they occurred.

Formal complaints may also be sent via email to: [complaints@jccgci.org](mailto:complaints@jccgci.org)

**Step IV**

If the issue is still not resolved to the satisfaction of the concerned parties, they may

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write to the Board of Directors and it will be decided upon at the next scheduled meeting.

President of the Board  
Jewish Community Council of Greater Coney Island  
3001 West 37<sup>th</sup> Street  
Brooklyn, New York 11224

All pertinent reports, decisions and information regarding the complaint will be presented and incorporated into the meeting's record. The Board decision will be made in writing and given to the involved parties.

**JCCGCI Response to Formal Complaint/Grievance**

JCCGCI's Program Director, Executive Director or Board Member will acknowledge receipt of the complaint in writing within 30 days of receipt. For complaints that are time sensitive, or involve allegations of fraud, the review process will be expedited accordingly. The Executive Director or Program Director will review the complaint and may contact the individual filing the complaint with additional questions. As appropriate to the specific complaint, the Executive Director or Program Director will conduct an internal review to further assess the appropriate response to the complaint.

This review may include, but is not limited to:

- discussions with staff members or contracted program vendors agencies involved with the provision of the services in question;
- discussions with the complainant or his or her family members to gather additional information;
- review of client files and documentation related to the complaint; and
- review of JCCGCI policies and procedures related to the complaint.

**Complaint Resolution**

Once the review process is complete, JCCGCI's Program Director, Executive Director or Board Member will respond in writing to the complainant regarding the findings of the review process, and what action (if any) is going to be taken to address the concerns raised.

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Possible resolutions include, but are not limited to:

- no action, if no JCCGCI policy or procedure has been violated; or
- corrective action to ensure compliance with JCCGCI policy and procedures.

JCCGCI has in place a quality improvement program overseen by the Executive Director, which works to assess areas for systemic change in an effort to continually improve services offered by JCCGCI. Strategies used as part of this program include: review of complaint data, use of client satisfaction surveys, as well as ongoing review of social work and other professional literature for best practices.

**Documentation and Reporting of Complaints/Grievances**

JCCGCI’s Executive Director will maintain a written record of the filing and resolution of all formal complaints. This record, entitled “Complaint Registry” will be made available, upon request, to the President of the JCCGCI and the Chair of the JCCGCI audit committee.

**Step V**

After completing all 4 steps, should the involved parties believe that his/her grievance has not been properly resolved, they may write to the New York City Department for the Aging 2 Lafayette St, New York, NY 10007, Fair Hearing Section, to request a hearing before that agency.

All the information and documentation relating to a complaint of grievances will be treated as a confidential matter unless disclosure is required by a court order or program monitoring by an oversight agency.

**Provision of Policy and Procedures to Clients**

A copy of JCCGCI’s complaint policy and procedures shall be provided to each client as part of the intake process. It shall be the responsibility of the intake worker, case manager or other program staff working with the client to provide this document to the client.