

## IDAHO COMMISSION ON AGING POLICY

Policy Subject	Policy #
ICOA rules of Administrative Procedure <u>Appeals process</u>	PO.AD.01.

**Definitions:**

- ICOA: Idaho Commission on Aging
- AAA: Area Agency on Aging
- Participant: Clients obtaining services through ICOA funded services

**Purpose:**

The purpose is to ensure the AAA staff and participants understand the appropriate appeals procedure they can use if they feel they have been unfairly treated.

**Scope:**

This policy sets a process to resolve appeals at the local AAA level first, then to the ICOA if no resolution had been made. As well, this procedure provides directions for the AAAs to appeal disagreements of administrative decisions made by the ICOA.

**Participant Appeals Procedure:**

- Through the appeal process, the AAAs will attempt to resolve any participant appeals at the local AAA level before the appeal will be accepted at ICOA.
- If the dispute remains unresolved, a written complaint may be filed with the Idaho Commission on Aging within 30 days following AAA's decision. At that time, the Idaho Commission on Aging will establish a complaint file which contains all participant case file information, the complaint statement, and chronological log of events, relevant correspondence, and a record of the resolution attempted. Depending on the nature of the complaint, the ICOA Administrator will render a decision for final determination.

**AAA Appeals Procedure**

- If the AAA disagrees with an administrative decision conducted by the ICOA the AAA will first attempt to resolve the disagreement with the ICOA informally first. Informal appeals can be done by email, phone or a face to face visit.
- If the AAA is unresolved after the informal complaint, the AAA will have the option to submit an appeal letter within 30 days from when the administrative decision was made. Furthermore, it will be the responsibility of the AAA to submit any necessary documentation needed to support their side of the matter. The formal appeal letter along with any supporting documentation will be presented to the ICOA director for final determination.

**Exceptions:**

**Not Applicable**

**References:**

**Rules Governing Senior Services Program (15.01.01.003)**  
**Rules Governing Area Agency on Aging AAA Operations (15.01.20.003)**  
**Rules Governing Area Agency Adult Protection Programs (15.01.02.003)**  
**Rules Governing the Ombudsman for the Elderly Program (15.01.03.003)**  
**Rules Governing Older Americans Act Services (15.01.21.003)**  
**Rules of Administrative Procedure (04.11.01.100)**