

Subject		Idaho Commission on Aging Policy for the Appeals Process		No.	26.27.PO
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Acronyms:

AAA – Area Agency on Aging

ICOA – Idaho Commission on Aging

Purpose:

The purpose is to ensure the Area Agencies on Aging (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 Idaho Commission on Aging (ICOA) if no resolution has been made. As well, this procedure directions for the AAAs to appeal disagreements of administrative decisions made by the ICOA.

Definitions:

- **Participant** – Clients obtaining services through ICOA funded services.

Participant Appeals Procedure:

1. Through the appeals process, the AAAs will attempt to resolve any participant appeals at the local AAA level before the appeal will be accepted at ICOA.
2. If the dispute remains unresolved, a written complaint may be filed with the ICOA within 30 days following AAA's decision. At that time, the ICOA 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.

AAAs Appeals Procedures:

1. 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 made by email, phone or a face to face visit.
2. 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 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.

Exception:

Not applicable.