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### **Grievance Policy and Procedure/Service Complaints**

If you experience a problem with our transportation program, you may wish to file a written service complaint. Complaint policy, procedures and forms are available on all buses, or may be requested by phoning the main office. Complaint policy, procedure and forms are available in alternate formats, or by e-mail at [slccs@slccs.com](mailto:slccs@slccs.com).

1. It is the right and responsibility of every client of Lake County Community Services, Inc. to express dissatisfaction about services.
2. If a client expresses a desire to lodge a complaint about the Agency, he shall be offered a complaint form.
3. Complaint forms shall be made available on all vehicles, at all Senior Centers, and the administrative offices. Forms shall be mailed upon request.
4. Assistance in completing the form shall be provided by staff if requested by the client.
5. A Grievance Committee shall be established, and shall consist of one Board member appointed by the Board President, and one staff member assigned by the Executive Director.
6. The completed Complaint form shall be reviewed by the Grievance Committee within 5 business days of receipt.
7. The Grievance Committee shall investigate the complaint, and then submit a written report to the Executive Director and the Board President. The report shall include recommended actions to be taken.
8. The written report, attached to a copy of the original complaint, shall be sent by mail to the client.
9. If the client is dissatisfied with the recommendations of the Grievance Committee, the client may submit a written request for appeal to the Board of Directors.
10. The request for appeal shall be placed on the agenda of the next Board meeting. The client will be invited to attend the meeting.
11. The Board of Directors shall respond in writing within 10 business days of the Board meeting.
12. If the person declines to give his name and/or file a written complaint, LCCS staff will complete an incident tracking form and submit it to the Executive Director for review.
13. This policy, procedure and form is available in alternate formats, or by e-mail at [slccs@slccs.com](mailto:slccs@slccs.com).

You will find a printable and fillable Grievance Form on this website.