

APPLICATION ATTACHMENT IV

Client Grievance Procedure

The Southwestern CT Agency on Aging awarded the Town of Stratford an Older Americans Act Title III-B grant to operate Senior Connection. Any individual who is dissatisfied with or denied services of Senior Connection, has the right to file a grievance. The Baldwin Center is committed to providing high quality services. Questions or concerns about service delivery or about policies and procedures can arise. Most often, these matters can be resolved through discussion with the employee(s) or their supervisor(s). However, if problems persist, or individuals feel as though they are being mistreated, they have the right to initiate a formal complaint utilizing the procedure outlined below.

- The person initiating the complaint (the “complainant”) provides a written statement, which includes relevant information about the nature of the complaint such as the date and location and the name(s) of the employee(s) and witness(es), if any. The written statement can be mailed to Baldwin Center, 1000 West Broad Street, Stratford, CT 06615, emailed to seniorservices@townofstratford.com, or left with Main Office staff.
- The Community and Senior Services Director or designee will investigate the matter, which may include interviewing the complainant, interviewing and asking for a written statement from employee(s) and witness(es), reviewing video recordings or relevant documents.
- A course of action, if any, will be decided within approximately 10 business days following the last interview. The complainant and employees(s) involved will be informed of the findings and recommended course of action, if any. The Chief Administrative Officer will also be informed and the Human Resources Director, if relevant.
- If the matter cannot be resolved to the complainant’s satisfaction, they have the right to escalate this matter by providing a written statement to the Town’s Chief Administrative Officer and request that the decision be reviewed. It can be mailed to the Office of the CAO, Town Hall, 2725 Main Street, Stratford, CT 06615, emailed to ctymniak@townofstratford.com, or dropped off at the Office of the CAO, located on the second floor of Town Hall.
- If the complainant remains dissatisfied with the Town’s decision, the complainant may submit a written grievance or call the Southwestern CT Area Agency on Aging, who will proceed accordingly for final disposition of the matter.

- If the grievance involves allegations of physical or sexual abuse of a child, the matter will be reported within 24 hours of the complaint to the Department of Children & Families and the procedures outlined in the Town of Stratford Administrative Policy Manual will be implemented.
- If the grievance involves allegations of physical or financial abuse of a person age 60 years and older, the matter will be reported within 24 hours of the complaint to the Connecticut Department of Social Services and the procedures outlined in the Town of Stratford Administrative Policy Manual will be implemented.
- A memo documenting the existence of the grievance and the deposition will be kept on file at The Baldwin Center.

Contact Information

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