



# GRIEVANCE PROCEDURES

## Member Grievance Procedures

### **Policy:**

Center in the Park (CIP) endeavors to offer a safe, secure and non-threatening environment for its members. CIP respects the dignity and rights of its members. If any member has an unresolved issue or dispute concerning CIP's programs, services, and personal treatment received from other members or staff, the following grievance procedures are available:

### **Procedures:**

- 1) The member should discuss the matter with the Center Counselor.
- 2) If the first step does not result in a satisfactory response, the member can contact the Center Director of CIP. If the first step does not result in a satisfactory response, the member can contact the Executive Director of CIP.
- 3) If the second step does not result in a satisfactory response, the member can request that the issue is brought before CIP's Grievance Committee, which consists of one CIP board member, advisory council president or designee, Human Resource and Social Service staff. In order for an issue to be brought to the Grievance Committee, the request must be submitted in writing to the Executive Director within two weeks following the discussion with the Center Counselor. An impartial member of CIP staff is available to help the member prepare the letter if requested.
- 4) If no solution can be found in these first three steps, the member may precede with his/her grievance and submit it, in writing, to the Philadelphia Corporation for Aging (PCA). PCA will render a decision.
- 5) If the member is still dissatisfied, he/she may contact the Pennsylvania Department of Aging.

### **List of Contact Persons:**

1. Leah Lewis-Sturgis  
Center Counselor  
Center in the Park  
5818 Germantown Ave  
Philadelphia, PA 19144  
215-848-7722 ext. 210

2. Cleo Smalls  
Center Director  
Center in the Park  
215-848-7722 ext. 224

3. Reneé Cunningham  
Executive Director  
Center in the Park  
215-848-7722 ext. 230

4. Philadelphia Corporation for Aging  
642 North Broad Street  
Philadelphia, PA 19130  
215-765-9000 ext. 5109

5. Department of Aging  
1-800-932-0784 or

