

MSW PROJECTS OF HENRY, ILLINOIS

Marshall, Stark, Woodford Senior Nutrition & Outreach
Marshall & Stark Public Transportation
1013 Western Ave., P.O. Box 140, Henry, IL 61537
(309) 364-2287 fax: (309) 364-3239

Email: tracimswprojects@gmail.com Facebook: MSW Projects of Henry, IL

GRIEVANCE PROCEDURES

TO ALL PARTICIPANTS:

If you have a concern about any of the Programs our agency administers please submit your concerns to MSW Projects of Henry, P.O. Box 140, Henry, IL 61537. The following is the procedure MSW Projects of Henry will take with your concern.

1. All concerns must be presented in writing to the appropriate management person(s).
2. Your letter will be reviewed by the person(s) indicated and a written answer will be sent no later than ten (10) work days from the date the person(s) receives it.
3. If your concern is in regard to the initial management person you should address your concern to the next level of Program management.
4. If the reply is not satisfactory to the participant it may be taken to the next highest level of Program management. A two (2) week time limit on submitting appeals of decisions will be honored.
5. All requests and subsequent decisions must be in writing. A file will be kept with copies of all correspondence.
6. The levels of management are as follows:

NUTRITION

1. Site Manager
2. Executive Director
3. Board of Directors
4. Central Illinois Agency
On Aging

TRANSPORTATION

1. Van Driver
2. Transportation Manager
3. Executive Director
4. Board of Directors
5. Central Illinois Agency
On Aging or
Marshall County Board

OUTREACH

1. Executive Director
2. Board of Directors
3. Central Illinois Agency
on Aging

7. If the participant is continually not satisfied after going through the review process then a request for a review by the Director of the Department on Aging or the Department of Transportation may be made. All information needed may be obtained from the initial management person or the administrative office in Henry, Illinois.

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We strive to provide quality services for the residents of Marshall, Stark, and Woodford Counties. If you have questions or concerns about the Programs offered you may call MSW Projects office during business hours which are Monday-Friday, 8:00am-4:00pm. You may also use this form to address any questions or concerns you may have about any of the Programs offered by MSW Projects of Henry. Identifying yourself is optional, however, if you desire a response to your concern, please include your name on this form.

I have a concern about: _____

I have a question about: _____

Name (optional): _____

Address (optional): _____

Telephone Number (optional): _____