



## PROGRAM INSTRUCTION

SUA-25-PI-17

12/23/2024

**TO:** Sub-recipients of the State Unit on Aging

**FROM:** Josie Rodriguez, Administrator, State Unit on Aging

**BY:** Ben Stromberg, Program Manager, State Unit on Aging

**SUBJECT:** Grievance Process for Older Individuals and Caregivers

**CONTENT:** This Program Instruction specifies the requirements the Nebraska State Unit on Aging sets forth regarding the grievance process. Area Agencies on Aging must develop and maintain a formal grievance policy for older individuals and family caregivers who are dissatisfied with or denied services under the Older Americans Act. The policy must follow guidance provided by the State Unit on Aging.

The policy must provide the affected older individual or family caregiver with a formal process, including instructions on how to file the grievance, an explanation of the steps the agency will take to objectively investigate the complaint, and how the outcome will be determined and communicated to the older individual or family caregiver.

The grievance process and policy must ensure that the affected older individual or family caregiver is provided with the outcome in writing within 10 business days and an opportunity appeal the outcome.

If you have questions, please feel free to contact the SUA at 402-471-2307 or via email at [DHHS.Aging@nebraska.gov](mailto:DHHS.Aging@nebraska.gov).

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