

COMMUNITY COMPLAINT POLICY

PURPOSE: This policy describes the complaint process for community members who have a complaint with Central Missouri Community Action. It is not an avenue for personnel complaints.

POLICY: If at all possible, the complaint should be worked out locally. If the matter cannot be resolved at the local level, the complainant may file a written complaint. Complaints concerning operation and procedures of a specific program of Central Missouri Community Action must be submitted in writing to the director of that program. The list of CMCA Directors and their contact information can be found at cmca.us in the [Leadership Directory](#). In this case, complaint procedures prescribed by the specific funding sources for that program will be utilized.

Any person who believes that either he or she, or any specific class of individuals, has been, or is being subjected to discrimination prohibited by CMCA, must file a written complaint to the Executive Director. This complaint should be mailed to the Administrative Office at 807B north Providence Rd. Columbia, MO 65203. Within 30 days after receiving a written complaint, the Executive Director will review the facts and circumstances, conduct an investigation or take action as appropriate, and render a written decision to the complainant.

If the complainant is still not satisfied, they may file a written or transcribed signed request for a hearing to the Central Missouri Community Action Board of Directors. For the hearing, the complaint must include:

- A copy of original complaint;
- A statement as to why the Executive Director's decision does not satisfy the alleged violations; and the
- Complainant's name, address, e-mail address and telephone number where they can
 - be contacted.

The Board of Directors will review the facts and circumstances and conduct an investigation before the hearing. The complainant may be present during the Board hearing of the complaint. However, the Board will excuse the complainant during the discussion and vote. The Central Missouri Community Action Board of Directors' decision is final. If the complainant is not present during the Board hearing they will be notified in writing of the Board's final decision.

Employees of CMCA are prohibited from retaliation against a complainant or individual associated with or participating in a complaint filed. Any employee who retaliates against a complainant or individual associated with or participating in a complaint filed is subject to disciplinary action, up to and including dismissal.