



Non-Retaliation Policy for Clients

Meals on Wheels for Fort Collins encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Meals on Wheels for Fort Collins to promptly and thoroughly investigate such reports. Meals on Wheels for Fort Collins prohibit retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. (Followed by process/protocol for submitting a complaint)

Step one: When a client has a concern, they are to present it in writing to the Executive Director for consideration. He/She will address the concern and make every attempt to remedy the situation. If the concern has not been addressed to the client's satisfaction, proceed to step two.

Step Two: The client has the right to appeal to the Board President by presenting them with a written report of the concern, including additional documentation of previous attempts to resolution. The report will be given to a committee of representatives from the board, assembled by the Board President where it will be discussed and addressed. The client will receive a written response regarding the committee's decision.