

Broome County Office for Aging

Grievance Policy

Updated: June 2026

If you have a concern or complaint, if agreeable first please try to speak with the Broome County Office for Aging (BCOFA) staff member involved. Many issues can be resolved through conversation. If in-home services are involved in the complaint or concern, you have the option of talking with the case manager/assessor and arrange a meeting with them and the supervisor designated to help resolve the problem.

If the issue is not resolved with these steps, the next option is to refer the concern to the staff person's immediate supervisor for them to mediate or start the process for a formal hearing.

Grievances involving case manager/assessor decisions (cost-sharing, discharge, or program ineligibility) must be reported by you within 30 days and are referred directly to the programs supervising Program Manager.

The Program Manager establishes whether your concern or complaint can be informally mediated or if you want a formal hearing. If a formal hearing is requested, you must submit the request in writing to the OFA Director.

A formal hearing at BCOFA will require you to appear and state your complaint or concern to a Hearing Committee consisting of the BCOFA Director and two members of the BCOFA Advisory Committee. These two individuals will be appointed by the Chairman of the Advisory Committee.

You may bring someone with you to this hearing to support you or help present your concerns. Following your presentation, the BCOFA Hearing Committee may question you. They may also gather other pertinent information they feel is necessary to reach a decision.

After their decision is reached the Director of BCOFA will forward this decision, in writing, to you. This notification must be within a 60-day interval from the time of the complaint.