



c/o Aging Division, Community Living Section  
Wyoming Department of Health  
6101 Yellowstone Road, Suite 186A  
Cheyenne, WY 82002  
(307)777-7986  
<https://health.wyo.gov/aging/wssb/>

## POLICY NOTICE

Reference: Problem Resolution Procedure  
Policy Number: WSSB-010713-16

Effective Date: October 1, 2011 (FY2011)

This policy provides guidance to all Wyoming Senior Services Board (WSSB) members and contractors of WSSB regarding procedures to address and resolve concerns, complaints, and/or grievances involving WSSB.

### Policy:

WSSB members and contractors of WSSB have a responsibility to follow this process in an attempt to solve problems, and are encouraged to do so at this appropriate level prior to involving legislators and/or the Governor.

- An organization, senior center, director and/or board member of a senior center with a complaint will submit the complaint in writing and mail it to the WSSB Chairperson who will then:
    - Send a copy of this document to the WSSB member assigned as representative to the pertaining senior center and
    - Send a copy of this document to the President of the Wyoming Association of Senior Project Directors (WASPD) and others as appropriate.
  
  - The Chairperson or his/her appointee is responsible for following through with the concern, complaint, or grievance.
    - Follow through will include:
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- Contact with the involved party as soon as possible.
- Make a decision with the involved party regarding immediate resolution of the problem. If the resolution can be postponed until the next WSSB public meeting, the involved party will have the opportunity to speak with WSSB at large.
- If immediate action is required, communication in an attempt to reach an acceptable resolution will occur with the following group:
  - Two members of WSSB one member being the chairperson or designee, and the other member being appointed by the chair;
  - Two members of WASPD or organization involved; and
  - The party stating the problem in order to communicate an attempt to reach an acceptable resolution to the problem.

If parties fail to reach a satisfactory resolution, action will be postponed until the next WSSB meeting.

- The WSSB Chairperson will inform the members of WSSB and the president of WASPD throughout the process.
- If the Governor's Office and/or legislators are approached with a situation prior to WSSB, WSSB will respectfully request the problem be referred to the WSSB Chairperson so the resolution process may begin.

This policy was approved at the Wyoming Senior Services Board meeting on September 23, 2011.

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