

BUTLER COUNTY CHILDREN SERVICES

POLICY NO.: 10.1	SUBJECT: COMPLAINT PROCESS POLICY
OAC: 5101:2-33-20	EFFECTIVE DATE: 10/28/03
	REVISION DATE: 6/27/06, 11/21/06, 8/1/07, 9/2018
	REVIEW DATE: 5/30/06, 12/5/06, 8/1/07, 9/2018

PURPOSE:

The BCCS recognizes all persons should be afforded respect and dignity, regardless of circumstances. BCCS strives to assure that our services are family friendly, sensitive, and responsive to children and families.

POLICY:

10.1.1 All BCCS employees shall strive to resolve complaints concerning the provision of services from parents, custodians, legal guardians, foster caregivers, foster caregiver applicants, kinship caregivers, applicants or providers of approved adult-supervised living arrangements, adoptive applicants, adoptive parents, and children.

PROCEDURE:

1. Any employee receiving a complaint shall immediately notify the assigned caseworker and supervisor, who shall document the date/time of the complaint and the nature of the party's issue(s).
2. The assigned Administrator shall also be notified, and, in conjunction with the caseworker/supervisor team, develop a plan of action aimed at resolving the concern within the framework of the family plan.
3. Complainants may, at their discretion, choose to contact the Ombudsman directly with a concern. In the event the Ombudsman is the initial point of contact, the following steps shall be taken.
4. The Ombudsman shall inquire as to if the party has addressed the concern with the assigned caseworker/supervisor. The Ombudsman may contact the assigned Administrator with the party's concern to resolve the pending issue(s) or may initiate an investigation directly.

5. If the Ombudsman refers the concern to the Administrator, the assigned Administrator shall advise the Ombudsman via e-mail or correspondence of the issue(s) resolution within five (5) working days of receiving the concern.
6. At the discretion of the Ombudsman a complaint form shall be completed. The complaint form should include what the concern is, why the party feels the agency's action or lack of action was wrong and a solution the party would find acceptable to resolve the concern. The Ombudsman or designee shall assist parties with completion of the complaint form when requested. Needed accommodations for individuals for whom English is not their primary language will be provided to ensure proper communication.
7. Each party's written concern(s) will be recorded in the Ombudsman database.
8. The Ombudsman shall investigate the party's concern(s) and seek to resolve the issues. The Ombudsman shall have access to any files, case information and/or other documentation as necessary to aid in the resolution of the issue(s) presented.
9. The Ombudsman shall conduct impartial, independent and objective investigations regarding any unresolved concerns associated with any case and/or final decisions as to concern resolution.
10. The Ombudsman will ask any question; have access to any document; review any issue, policy, or practice; and make recommendations regarding quality improvement and/or concern resolution to the Director.
11. The Ombudsman may make a finding and recommend corrective action as appropriate to the Director.
12. The Ombudsman may contact clients, BCCS staff, management staff or service providers from other community agencies, contract services providers, elected officials or other sources to establish facts and/or to ascertain the appropriateness of case decisions.
13. The Ombudsman shall mediate resolutions between all parties as appropriate.
14. The Director may accept or reject the recommendations of the Ombudsman as to any concern resolution. As appropriate, the Ombudsman may appeal the Director's decision to the Butler County Administrator for final resolution.

9/20/18
Approval Date:


Julie Gilbert, Director