

 VERMONT DEPARTMENT FOR CHILDREN AND FAMILIES Family Services Policy Manual		<h1>265</h1>
Chapter:	Administrative Issues	
Subject:	Complaints	Page 1 of 1
Approved:	Fredrick M. Ober, Division Director	Effective: 10/16/98 FINAL
Supersedes:	Administrative Procedure 230	Dated: 2/10/92

Purpose

To ensure that complaints are dealt with promptly and courteously, at the lowest level appropriate.

Policy

The division will be responsive to those who are affected by employee decisions. Complaints will be addressed courteously and promptly and, whenever possible, by staff closest to the situation in question. (See also Policy #58 on Reviewing Substantiation Decisions and Policy #123 on Reviewing Case Plan Decisions for information about access to more formal reviews of decisions.)

The staff member who receives a complaint will listen courteously to the complainant, referring them to the person responsible for making the initial decision. That person will work with the complainant to resolve the complaint whenever possible. If resolution cannot be reached, the staff person will refer the complainant to his or her immediate supervisor.

Central office staff who receive a complaint regarding a district or unit will refer the complainant to the administrative assistant in the operations unit. The administrative assistant will gather information from the complainant, including the names of other staff persons to whom the complainant has talked. If complainant has not yet discussed the problem at the local level, he or she will be re-directed to the appropriate person. The Administrative Assistant will call the local manager to relay information about the complaint, following up with a Notice of Complaint (FS-681) and a copy of any written correspondence from the complainant.

If a complaint to the commissioner requires a response, contact will be made with the appropriate district or unit to review the concerns before the formulation of a reply.

If complainant has attempted to resolve the problem locally and the problem remains unresolved, the administrative assistant will inform the operations manager. The operations manager will attempt to develop a resolution in a timely manner.