WAYNE COUNTY CHILDREN SERVICES

FORMAL COMPLAINT PROCEDURE

2534 Burbank Rd, Wooster, OH 44691
Phone (330) 345-5340
Fax (330) 345-1282
www.waynecsb.org

John Dillon
Executive Director

This complaint/grievance review procedure is to be used by the following persons concerning the provision of services:

- parents,
- custodians,
- legal guardians,
- kinship care providers,
- foster parents,
- applicants or providers of approved adult-supervised living arrangements,
- citizens or children.

Or, for appeals by alleged perpetrators who disagree with Children Services' disposition of a report of child abuse or neglect.

Hearing or Visually Impaired Complainants

☐ I am hearing impaired and request assistance with my complaint.
☐ I am visually impaired and request assistance with my complaint.
☐ I do not speak English as my primary language.
My primary language is _____ and I request an interpreter.

A person who is hearing or visually impaired or whose primary language is other than English, is to notify the agency's Human Resource Director by phone (330)345-5340 or fax (330)345-1282, and may have someone assist them in completing this form and checking the appropriate box to request assistance.

The agency will provide an interpreter or sign language interpreter to assist the complainant and the agency with this process. The use of an interpreter (hours of service, appointments, etc.) will be determined by the agency and the cost of this service will be borne by the agency.

Review of Complaint Procedure

- We cannot respond to concerns or complaints unless we are made aware of them in a timely manner. The person who is directly affected by the concern/problem must make the complaint within thirty (30) calendar days of the incident/decision or case disposition which caused the complaint.

- This procedure should be informal and relatively easy to use. It is the desire of Children Services to resolve complaints in a timely, respectful and professional manner.

- **THIS COMPLAINT AND REVIEW PROCEDURE CAN ONLY BE USED TO REVIEW AGENCY DECISIONS. IT CANNOT BE USED TO APPEAL DECISIONS RENDERED BY A COURT OR SERVICES IN A COURT ORDERED CASE PLAN.**

- Video or audio recordings of any complaint proceedings by either party are prohibited.

Step 1: INFORMAL STEP (Caseworker & Supervisor Level)

The first step is to informally discuss your grievance/complaint with the assigned caseworker and their supervisor when it involves case related matters. This can be done any time before the thirty (30) calendar days lapse from the incident/decision which the person is seeking to change. The agency representatives are to reach a decision and respond within ten (10) working days. If a resolution agreeable to both parties is reached, the agency representative will put the resolution in writing and both parties are to sign it. A copy will be given to the complainant and filed in the appropriate case/record at the agency. The original will be given to the Human Resource Director.

If this informal step does not result in an acceptable resolution, the person making the complaint must put their complaint in writing to the Department Head, using this complaint form. The Department Head must receive the written complaint within thirty (30) calendar days from the incident/decision which the person is seeking to change. Failure to meet this deadline will forfeit the right to use this complaint procedure.

Step 2: FORMAL STEP - CASE RELATED (Department Head Level)

If the caseworker and supervisor do not respond with a decision within ten (10) working days or do not provide a response that satisfies the complainant, the complainant is then to reduce the complaint to written form using the agency provided Complaint Form. The completed Complaint Form may be mailed, faxed or dropped off at Wayne County Children Services, 2534 Burbank Rd. Wooster, Ohio 44691, to the attention of the Human Resource Director. The agency must receive the completed Complaint Form within 30 calendar days of the incident/decision which gave rise to the complaint.

FORMAL STEP - NON-CASE RELATED (Department Head Level)

Complaints which are administrative in nature and/or related solely to agency policy are to be reduced to writing on the complaint form and be mailed, faxed or dropped off at Children Services, 2534 Burbank Rd. Wooster, Ohio 44691, to the attention of the Human Resource Director. The agency must receive the completed Complaint Form within 30 days of the incident/decision which gave rise to the complaint. Failure to meet this deadline will forfeit the right to use this complaint procedure.

The Department Head is to reach a decision and respond within ten (10) working days. If the resolution offered is agreeable to both parties, the Department Head will put the resolution in writing and both parties are to sign it. A copy will be given to the complainant and put in the appropriate case/record at the agency. The original will be given to Human Resource Director.

If the resolution offered is not acceptable to the complainant, the complainant has ten (10) working days from receiving the written decision of the Department Head to give written notice to the Executive Director of their appeal to STEP 3 with their complaint and provide the Executive Director with all documentation used in earlier steps of this complaint procedure, including an updated copy of the completed complaint form.

Step 3: FORMAL STEP (Executive Director)

The Executive Director, or their designee, will review and respond to the complaint. As part of this review, they may do any, all, or none of the following:

- Call the complainant and discuss the complaint over the phone.
- Invite the complainant in for an interview/discussion. The agency will determine who will be permitted to participate in this discussion. The complainant may request that relevant parties be considered.
- Interview others whose participation is deemed relevant to the issue.
- Request and review documents relevant to the issue.

The Executive Director will inform the Children Services Board of all complaints that reach the third step. The Executive Director, or their designee, will respond in writing to the complainant within thirty (30) calendar days of receiving the complaint. Time frames may be waived by agreement of both parties. Decisions of the Executive Director shall be final. Some agency decisions may be subject to appeal to the Court of Common Pleas. The complainant may consult with an attorney at any time at their own expense.

When an appeal of a Children Services disposition/resolution of a report of child abuse or neglect is heard and Children Services changes the original disposition/resolution, the agency shall provide the Ohio Department of Job and Family Services with information to update the central registry.

COMPLAINT FORM

THIS SECTION MUST BE COMPLETELY FILLED OUT

Today's Date: _____

Date of Incident/Decision Which Resulted in this Complaint _____

Name & Address of Complainant (please print)

_____ (_____)_____
Last First Middle Int. Phone

_____
Street

_____
City State Zip Code

Your WCCSB Caseworker's Name: _____

My complaint is: (Incident/Decision Which Resulted in this Complaint - Please Be Specific)

_____

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The solutions and/or suggestions I propose to move forward:

I have attempted to resolve my complaint by:

Agency Use Only

Date Complaint Received by Executive Assistant: _____

Complaint Assigned to: _____

Date: _____

Complaint Denied

_____ Outside Thirty (30) Day Timeline

_____ Steps Not Followed

_____ Matter is Court Ordered

_____ Other Reason: _____

Board Approved: 06/12/01; 11/12/02; 07/19/05; 10/16/18
Effective Date: 07/01/01; 11/13/02; 07/20/05; 11/01/18