



## How To File A Complaint or Grievance

- ✓ Complete the Feedback Form on the other side of this sheet (add pages if necessary), and give it to the receptionist or mail it to the address on the form.
- ✓ If you need to speak with someone directly, call 276-5590.

### The Complaint/Grievance Process

WHO	WHAT	WHEN
You	File a complaint in writing, by phone, or in person.	Anytime
CSS	Lets you know we've received your complaint or concern.	Within 5 work days of receipt of the complaint.
CSS	May request additional information from you, or may set up a meeting with you and staff to help provide a solution.	Within 5 – 10 work days of receipt of the complaint.
CSS	If the issue needs more attention, the Quality Assurance Department will seek more information and contact you with findings or a determination for you to review.	Within 10 – 12 work days of receipt of the complaint.
You	If you feel the issue is resolved, please let us know that it meets your needs. If you feel that the issue is <b>NOT</b> resolved, notify the Quality Assurance Department in writing or by phone (297-7737).	Anytime  Within 15 work days of the postmarked date of the findings.
CSS	The Executive Director reviews the issue and action to date, and makes a determination. The Executive Director notifies you and the Quality Assurance Department of the determination in writing.	Within 5 work days of your response. Within 10 work days of your response.
CSS	The Quality Assurance Department works with staff to carry out the Executive Director's determination, and keeps you and the program or department informed.	Time period needed to carry out the final determination.

Thank you for contributing this important feedback. We use the information from complaints and comments to improve services.