

Complaint / Concern Form

CASA of the Bluegrass

Please use this form to share any concern or complaint regarding a CASA volunteer, staff member, or program representative. The safety and well-being of the children we serve are our highest priorities. All concerns will be reviewed promptly and handled as confidentially as possible.



1. Person Submitting the Complaint

Full Name: _____

Relationship to the Child or Case:

- ☐ Parent/Guardian
- ☐ Foster Parent
- ☐ Relative
- ☐ Attorney
- ☐ Service Provider
- ☐ CASA Volunteer
- ☐ Other: _____

Phone Number: _____

Email Address: _____

Preferred Method of Contact:

- ☐ Phone
- ☐ Email

2. Information About the Complaint

Name of CASA Volunteer, Staff Member, or Representative Involved:

Date(s) of Incident or Concern:

Case or Child Initials (if known):

Please describe your concern or complaint in detail:

3. Witnesses or Supporting Information

Were there any witnesses or other individuals involved?

- ☐ Yes
☐ No

If yes, please provide names and contact information (if known):

4. Previous Reporting

Have you previously reported this concern to anyone at CASA of the Bluegrass?

- ☐ Yes
☐ No

If yes, please provide details:

5. Requested Follow-Up

What outcome or resolution are you seeking?

6. Signature

I certify that the information provided is accurate to the best of my knowledge.

Signature: _____

Date: _____

Submission Information

Please submit this form by email to:

CASA of the Bluegrass

Attn: Executive Director

Email: director@casaofthebluegrass.org

If this concern involves immediate danger or a child safety emergency, please contact 911 or your local child protection agency immediately.