

Next Review Date: 3/24
Last Reviewed: 3/21
Review Responsibility: Office of Client Rights

FCCS PROCEDURE

NO.: 6C

**SUBJECT: Community Complaints Regarding
Contract Providers**

Approved by: Executive Council

Effective Date: March 3, 2014

Date(s) of Revision: Sep 26, 2017; Mar 19, 2021

**Responsible for Implementation: Office of Client Rights, Provider Management and
Intake**

**Policy: FCCS is responsive to concerns shared by the community regarding
Contracted Providers.**

Procedure

**Once the Office of Client Rights receives a complaint regarding the services of a
contract provider the following steps will be taken:**

- 1) If the complaint alleges child abuse or neglect has occurred or is occurring
by a Contract Provider:**
 - a) The Client Rights Officer shall direct the caller to the Intake and
Investigations Hotline.**
 - b) Intake and Investigations Hotline Screener shall record all complaint
information into the SACWIS system.**
 - c) Intake and Investigations Screening Decision Maker shall review the
complaint and determine whether to screen in or screen out the
complaint.**
 - d) Intake and Investigations notifies the Client Rights Officer and
Provider Management (PM) of the screening decision.**
 - e) The Client Rights Officer shall record the screening decision in the
designated Office database.**
 - f) PM maintains a record of these complaint notifications.**

- g) PM will follow up with providers to review concerns following the completion of an Intake Investigation if screened in and promptly if screened out. If a situation warrants, PM reports information along the chain of command within FCCS.
- 2) If there are no allegations of child abuse or neglect the Client Rights Officer will:
 - a) Advise the complainant that their complaint will be forwarded to Provider Management for further review.
 - b) Record all complaint information in the designated database.
 - c) Notify the PM unit of the complaint details.
 - d) PM will complete the following steps:
 - i) PM will record the complaint notifications sent to PM.
 - ii) PM will follow up with providers to review concerns. If a situation warrants, PM will report information or concerns through the management chain within FCCS.
 - iii) PM will communicate results of their inquiry to the Office of Client Rights.
 - e) The Client Rights Officer shall record all results of the complaint in the designated database.

In addition to above steps, PM follows the Policy & Procedure 7L Hold and Hold Removal of a Contract Provider.

The Office of Client Rights shall provide aggregate reports to the Board and/or Executive Council annually.

The provider's licensing agent (Ohio Department of Job and Family Services [ODJFS] or Ohio Department of Mental Health and Addiction Services [OMHAS]) alone is responsible for reviewing and determining a violation of licensing rules.

A link for the community wishing to voice a concern has been added to our [FCCS webpage under "About us/Contact us."](#)