

ORC: 5153.16
OAC: 5101: 2-33-20
CFSR:
Board: III Grievance Procedure and
Consumer Rights
Other: _____

Next Review Date: 9/23
Last Review Date: 9/20
Review Responsibility: Office of Client Rights

FCCS PROCEDURE

NO.: 6F

SUBJECT: COMPLAINT REVIEW

Approved by: Executive Council
Effective Date: September 13, 2012
Date(s) of Revision: Nov 8, 2013; Nov 22, 2016; Sep 1, 2020
Responsible for Implementation: Office of Client Rights

Purpose: Pursuant to Ohio Administrative Code 5101:2-33-20, Franklin County Children Services shall develop and implement written policy for receiving, reviewing and resolving complaints concerning the provision of services.

Parents, custodians, legal guardians, foster caregivers, kinship caretakers, applicants or providers of approved adult-supervised living arrangements, and children who have interacted with the agency for any purpose related to the agency's function shall have the right to voice concern regarding that interaction. Those concerns shall be handled in a professional and timely fashion with a goal of resolution without employment of a grievance process. Staff involved with the individual should attempt to resolve any concerns raised; however, if unsuccessful, the individual may contact the Office of Client Rights to determine an effective manner to address those concerns. Resolving concerns can take different forms: working with the service team, associate director; or through a pre-grievance meeting. These efforts shall be made to avoid the formal filing of grievances whenever possible and appropriate.

A grievance is a formal complaint concerning services or lack of them. All grievances will originate from the Office of Client Rights. Filing and processing a grievance must be timely. The individual filing a grievance must do so no later than thirty-calendar days after the event, or learning of the event.

The grievance is documented by the Office of Client Rights and sent to the director of the area involved. The director receiving the grievance must notify the Office of Client Rights if the director has had substantive involvement in the case. The Office and the director will determine an appropriate administrator to resolve the grievance. For this purpose, the administrator will have the director's authority to resolve the grievance. The director/administrator shall have thirty calendar days to resolve the grievance. Resolution is incomplete until the director's written response is received by both the grievant and the Office of Client Rights. For guidelines for conducting a grievance can refer to The Grievance A Practical Guide for Grievance Resolution.

If the director's response does not satisfy the grievant, he or she shall have the right to further the grievance to the Executive Council level, with the exception of the Executive Director, of Franklin County Children Services. The grievant shall have no more than thirty calendar days to notify the Office of Client Rights of their wish to further the grievance to the Executive Council level. Based on which agency area the grievance pertains to the Executive Council Member will notify the Office of Client Rights if she or he has had substantial involvement in the case. In such grievances, the Executive Council Member shall delegate another Executive Council Member to resolve such grievances. The Executive Council Member or delegate shall have thirty calendar days to resolve the grievance. Resolution is incomplete until the Executive Council Member or designee's written response is received by both the grievant and the Office of Client Rights.

If the Executive Council Member or delegate's response does not satisfy the grievant, he or she shall have the right to further the grievance to the level of the Executive Director of Franklin County Children Services. The grievant shall have no more than thirty calendar days to notify the Office of Client Rights of their wish to further the grievance to the Executive Director's level. The Executive Director will notify the Office of Client Rights if he or she has had substantial involvement in the case. In such grievances, the Executive Director shall delegate the position's authority necessary to resolve the grievance. The Executive Director or delegate shall have thirty calendar days to resolve the grievance. Resolution is incomplete until the Executive Director or delegate's written response is received by both the grievant and the Office of Client Rights. The response from the Executive Director or delegate is the final decision. No further remedies are available through Franklin County Children Services.