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CFSR:
Board:
Other: _____

Review Date: 5/24
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Review Responsibility: Executive Council, Client Rights Officer

FCCS POLICY & PROCEDURE

NO.: 6H

**SUBJECT: Responding to Client Complaints
Regarding Employees; Procedures for Human
Resources, Client Rights & Management**

Approved by: Executive Council
Effective Date: January 25, 2019
Date(s) of Revision: May 24, 2021
Applies to: All Staff

Policy

Franklin County Children Services (FCCS) is responsible to investigate and respond to concerns shared by collaterals who express concerns against FCCS employees who are in violation of Agency Policies.

If anyone in the Agency, outside of the Office of Client Rights (the Office), receives a complaint regarding an FCCS employee(s) and the complaint concerns a possible violation of Agency policies, they should forward the complaint to the Office of Client Rights.

Procedure:

- 1) Once the Office receives a complaint regarding an FCCS employee(s) and the complaint concerns a possible violation of Agency policies, the following steps will be taken:
 - a) The Office shall gather the following information from the individual making the complaint, if available:
 - i) Name, address, telephone number and/or email of the complainant
 - ii) Employee(s) involved

- iii) Date of incident
 - iv) Location of incident
 - v) All other involved individual names, telephone numbers, addresses, and/or email addresses
 - vi) Nature of the complaint
- b) Once the information is gathered, the Office shall record all complaint information into the Office database.
- c) The Office shall notify the Human Resources Director and provide complaint details.
- d) The Office shall notify the administrative chain over the involved employee(s) and provide the complaint details.
- e) The administrator over the involved employee(s) shall complete the following steps:
 - i) Follow up with the complainant to discuss concerns
 - ii) If the complaint meets the criteria for the Employee Incident Reporting policy, the administrator over the employee(s) will ensure the employee(s) complete the required incident report
 - iii) Initiate an interview with the employee(s) after consulting with Human Resources)
 - iv) Prepare a written summary and recommendation of the interview and submit to Human Resources
- f) Human Resources shall complete the following steps:
 - i) Review and determine if discipline should be considered
 - ii) If applicable, HR shall work with Supervisor on scheduling Peer Support and or Manager Referral EAP.
 - iii) Provide a written notification to the administrator regarding HR's review and recommendations for next steps
 - iv) Notify the Office of the final outcome
- g) The Office shall record the final outcome of the complaint in the Office database
- h) The Office shall notify the complainant of the results

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