

# **RICHLAND COUNTY CHILDREN SERVICES**

## **PROGRAM POLICY**

<b>14.6 (10) GRIEVANCE POLICY</b>	<b>EFFECTIVE DATE: June 2001</b>	<b>REVISION DATE: 1/03, 7/04, 9/06, 12/07, 11/09, 5/10, 3/12, 11/12, 7/15/14</b>	<b>REVIEW DATE: June 2014</b>
<b>PREPARED BY: GRIEVANCE OFFICER</b>	<b>APPROVED BY: RCCS Board</b>		
<b>ORC:</b>	<b>OAC:</b>	<b>COA:</b>	

### **I. PURPOSE:**

To provide information for service recipients about the process for handling of grievances and/or complaints. Pursuant to OAC 5101:2-5-13 (A) (6) and 5101:2-33-20 and the Agency will have a means for receiving, reviewing and resolving grievances. In addition the agency will have a grievance process to resolve differences with a foster caregiver or applicant relative to the requirements imposed by OAC 5101:2-7 and 5101:2-33-03 and any other agency policy.

### **II. POLICY STATEMENT:**

Any person who is a recipient of agency services may file, as appropriate, a complaint or grievance with the Agency by completing required forms and filing them either by Regular US Mail or personal service at the Agency front desk during regular business hours. Richland County Children Services shall have four classifications of complaints/grievances available to persons it serves.

1. Grievances may be filed by persons found to be the perpetrator of abuse and/or neglect through a disposition of indicated or substantiated. This grievance (known as a Dispositional Appeal) must be completed and filed with the Agency within 30 days of the date on the notification letter sent to the person(s) named as the perpetrator(s). Only the named perpetrator(s) of child abuse or neglect can appeal a disposition. A parent, legal guardian or custodian may appeal a disposition on behalf of a minor child named as a perpetrator for whom he or she is legally entitled to exercise the rights and responsibilities of parenthood under Ohio Law.
2. Complaints may be filed by parents, custodians, legal guardians, foster caregivers, kinship care givers, adoptive applicants, adoptive parents and children involved with the Agency. These complaints may only be filed by the person directly



involved in the incident or directly affected by a decision of staff of the agency or by a parent, legal guardian, legal custodian or adoptive parent of a minor child involved with the Agency.

3. Complaints regarding discriminatory acts, policies, or practices pertaining to foster care and/or the adoption process that involve race, color or national origin shall be handled under OAC rule 5101:2-33-03 and not subject to the procedures outlined below. If there is a question about this type of complaint please contact your caseworker and ask for a copy of the Adoption Policy 16.1 for more information on how to file this type of complaint.
4. Complainants who believe an adoptive placement was denied or delayed based solely on the geographic location of the prospective adoptive family have a right to file a complaint with the Agency. If there is a question about this type of complaint please contact your caseworker and ask for a copy of the Adoption Policy 16.1 for more information on how to file this type of complaint.

Complaints/grievances are not legal proceedings, but are administrative in nature and therefore Rules of Evidence do not apply.

In preparing for a complaint/grievance process, records of the agency are confidential; however information that was already or would be normally supplied to the person bringing the complaint/grievance will be made available upon request. Information to be released is covered under Agency Policy 1.12 Security of Client Records. A Complainant or Grievant must make requests in writing for agency documents to the Manager of Legal Services who will review the request and respond to the complainant/grievant as to what information is available for review.

Notice that a complaint/grievance process is available shall be located in the client rights packets for both intake and ongoing services, relevant foster and adoption care policies and on the Agency website.

This Policy and Procedures will be communicated to individuals who are hearing or visually impaired in accordance with provisions of the Agency's Americans with Disabilities Act Policy 1.9 and will be communicated to individuals of limited English proficiency in accordance with provisions of the Limited English Proficiency (LEP) Plan.

### **III. PROCEDURES:**

N/A

### **IV. PRACTICE GUIDANCE:**

### **V. DEFINITIONS:**



**VI. RELATED POLICIES OR PROCEDURES:**

PROC 1.28 Procedure For Filing An Appeal Of A Case Disposition Decision

PROC 4.15 General Complaint Procedure For Service Recipients

