

Complaint Process

Fox, Susan

From: Brown, Shirley K. (HHS)
Sent: Thursday, January 12, 2006 4:50 PM
To: Fox, Susan
Subject: FW: Complaint Process Drafts

Susan:

Attached is the draft complaint process we are working on—I have discussed it with Joan but we haven't had a final discussion so it is still in the developing stage (although it's at the end of that stage). The additional changes we know will be made are:

1. Establish a stage IV that provides that, if the complainant isn't satisfied with the decision of the review team, s/he may then go to the Division Administrator.
2. Provide that the complainant may bypass the review team and go directly to the Division Administrator
3. Clarify that, if at any time in the process the complaint looks like it is going to turn into a personnel issue, the complaint-review process will be suspended and Human Resources will be brought into the process. If the complaint becomes a personnel issue, the privacy rights of the staff person will be protected.

So . . . I know you asked for this--this is what we are proposing--it's not finalized but at least you have the information if you want to include a synopsis of the proposed process in your presentation--or I can present it if you want me to--shirley

From: Costello, Cory
Sent: Thursday, January 12, 2006 11:49 AM
To: Brown, Shirley K. (HHS)
Subject: Complaint Process Drafts

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**CHILDREN & FAMILIES INTERIM COMMITTEE
 JANUARY 27, 2006
 EXHIBIT 4**

1/13/2006