

CPS-04-04
Procedure

It is the desire of CCDJFS to resolve all grievances as soon as possible. Therefore, for all complaint reviews the grievance form must be submitted within 30 days of the alleged incident that lead to the complaint. For all report disposition appeals the form must be submitted within 30 days from the report disposition date.

The complainant must submit the complaint review or report disposition appeal form to the Director. The Director will review the grievance appeal form and assign the review to a neutral supervisor for review if the complaint is regarding services. The assigned party shall not have an active role in the case at the time the complaint review was requested. If the grievance is a case of a report disposition appeal, the neutral supervisor will be the agency Director or designee.

The neutral supervisor conducting the review or appeal shall review the review or appeal procedure form and may communicate with the complainant, including inviting the complainant in for an interview.

The neutral supervisor and/or agency director shall respond in writing to the complainant within 15 business days of the receipt of the grievance form. All decisions of the neutral supervisor shall be final and are not subject to state hearing reviews under section 5101.35 of the ORC.

When an appeal of the agency's disposition of a child abuse or neglect report results in a change, the agency will update the statewide automated child welfare information system according to procedures contained in Rule 5180:2-33-20 of the OAC and notify the principals of the report in writing as to the revised report disposition if a report disposition appeal hearing results in the revision of the disposition.

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Approved: 
Rachel Ketterman, Director