

CPS-04-04
Grievance Policy

COLUMBIANA COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES
Children Services Division
7989 Dickey Dr Suite 2 Lisbon, Oh 44432 (330)420-6600

COMPLAINT REVIEW HEARING AND REPORT DISPOSITION APPEAL POLICY

Columbiana County Department of Job and Family Services (CCDJFS), Children Services Division, will review and resolve complaints in accordance with 5101:2-33-20 of the Ohio Administrative Code

Regarding provision of services from:

- parents
- legal guardians/custodians
- foster parents/applicants
- approved adult-supervised living arrangements
- kinship care providers/applicants
- children

and/or report disposition appeals by:

- alleged perpetrators who disagree with the agency's disposition/resolution of a report of child abuse or neglect.

CCDJFS, Children Services Division, will provide and communicate the complaint review and report disposition appeal policy:

- to individuals who are hearing impaired with assistance through the Youngstown Hearing and Speech Center (330-726-8391 or 330-726-8855)
- to individuals who are visually impaired with assistance through Vocational Rehab Services for the Visually Impaired (330-759-7921 or 800-452-2525)
- to non-English speaking individuals with assistance through The English Center (330-743-5767).

The notice of the right to appeal the case disposition and the method for filing an appeal will be provided in writing to the alleged perpetrator at the time of the official notification of the case disposition via the closure letter. If any of the above named persons express the desire to file a grievance or appeal, the Social Service Administrator will be notified. A written copy of the complaint review and report disposition appeal policy shall be provided to an individual by the Social Service Administrator within three working days of the request being made.

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Approved: Rachel Ketterman
Rachel Ketterman, Director