

Category:	Agency Policies	<p style="text-align: center;">INCA Community Services Agency Policy</p> 
Sub Category:	Complaint/Appeals	
Effective Date:		
Revised Date:	6/13/17, 8/2019	
Forms:	Community Complaint Form	
Responsible: Program Directors, Executive Director		

Community Complaint Policy

Purpose/Introduction

INCA Community Services, Inc. strives to develop policies and procedures that erratae misunderstanding about programs and services. This policy is designed for the community members in our service area to fully understand the procedures of filing a complaint. The agency understands that not all decisions made by staff may be acceptable to the members within our community. We have developed this outlet in an effort to further investigate and recommend different outcomes for those community members who feel they have been wronged.

Policy

This policy describes how community members and/or program participants may present complaints about an agency program or staff member. It is the policy of the agency to resolve all complaints made by community members in a timely and effective manner and, as far as is practical, to the satisfaction of the complainant. This procedure is a problem-solving mechanism in which every attempt is made to resolve issues at the lowest level of authority, with the least possible amount of program disturbance. For staff grievances, staff members are referred to the employee grievance policy.

Informal Resolution Procedures

Complaints about local program issues or staff should be addressed using the informal resolution process first to exam the means of the complaint and to try to resolve the complaint to the satisfaction of the complainant and the program in which the complaint was issued.

The following process is a description on how informal complaints should be handled:

- Complaints about local program issues should be submitted first to the relevant staff person at the local center or office. Most complaints can be resolved by informal discussion between the complainant and the staff member or the local supervisor or other management staff in that location.
- Before a formal complaint can be filed, direct discussion must take place between the person(s) involved in the complaint. More than one attempt to resolve the problem or conflict must be taken by the parties involved. The date(s) and time(s) of the informal discussion shall be noted.

Formal Complaints

In the event that an informal resolution process cannot be achieved to a satisfactory stance with the member complaining formal steps will be taken. Any community member may use the formal complaint procedure after informal discussion process fails, but formal resolutions should not be used before the informal process can be investigated and rejected.

Formal complaints pertaining to staff or the program shall go immediately to the program director. Complaints relating to the program director shall go immediately to the executive director and complaints relating to the executive director will be taken to the Board of Directors.

There will be no retaliation against a complainant for using the complaint procedure. Such alleged action shall constitute the grounds for a separate complaint.

Formal Complaint Procedures

The following procedures apply to processing a complaint which is not resolved locally.

Responsibility of the complainant:

- The person filing the complaint will put their complaint in writing using the agency's Community Complaint Form. Must have the complaining party's original, handwritten signature.
- The complaint must include information on how to contact the complaining party.
- The complaint must be specific and describe conditions or circumstances of their concern.
- No anonymous complaints will be accepted or considered.
- The complaint should be sent to the program director unless the complaint is against the program director in which case it will be sent to the Human Resource Director. The names and addresses for any of the above officials can be obtained by calling any of the local offices or at our website www.incacaa.org.
- Complaint Resolution Hierarchy
 - Originator
 - Supervisor, manager or coordinator/designee
 - Program Director
 - Human Resource Director
 - Executive Director

Responsibility of the Official Receiving the Complaint

- The Program Director or Human Resource Director will conduct a thorough investigation of the complaint which may include a meeting with the complainant. The content of all meetings will be kept confidential. They will then respond in writing to the complainant. This response should be in a timely manner and clearly state either:
 - That the official denies the validity of the complaint, or;
 - That a plan for corrective action has been designed and will be fully implemented in a prompt manner.

Right to Appeal

If the complainant disagrees with the results of the investigation they have a right to appeal the decision to the Executive Director. A letter must be submitted stating why the complainant feels the decision made was not satisfactory. All appeals must be mailed certified, return receipt requested, within twenty days after the events on which complaint is based.

Final Appeal

After all local appeal procedures have been exhausted; an applicant may appeal the Contractor's decision to ODOC. In such cases, the Contractor and applicant shall provide ODOC with all relevant documentation.

Dissemination of Policy

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.