



REFERRAL SERVICE COMPLAINT PROCEDURE

WHEN QUESTIONS ARISE:

Internal (Staff-Services) Complaints:

Occasionally, Children's Council may receive a complaint about a staff member in our programs or about the services they provided. These complaints may be of any variety. It is not the role of the Children's Council to make assumptions regarding the validity of the complaint, or of the violation described, but to follow the Children's Council Complaint Policies and Procedures.

Procedure:

- A. When the complaint is received by staff, the staff should ask the complainant to contact a Family Service Manager. The manager will assist the parents or child care provider in following the necessary steps to capture the feedback or document the complaint.
- B. Managers and staff must help families or child care providers to provide verbal or written information regarding the complaint.
- C. The Family Service Manager will complete the information in the internal "program complaint log".
- D. The Family Service Manager will follow-up with a discussion with the staff involved in the incident.
- E. Based on the findings, the Family Service Manager may recommend:
 1. Additional training to the staff,
 2. Set up a corrective plan of action, or
 3. Formal progressive discipline according to the Agency's Union Contract and/or Employee Handbook, if the complaint violates any Agency policies.

- F. To be proactive, CCSF staff will provide parents and providers with the "Client Satisfaction – Comment Card" each time they receive service from our staff.
- G. All forms of feedback received will be followed up with clients if they request. However the follow-up will include information regarding the service improvement and may not include any specifics related to staff performance.
- H. **Program Managers will follow-up with the family or child care provider within 10 working days after the complaint was received to reassess the service satisfaction.**