Kings Community Action Organization
Administrative Policy

AP-3101
Human Resources:

Client Complaint Process

Policy:

It is KCAO’s policy to welcome client* feedback in order to improve delivery of services to the community. The intent of this policy is to ensure a client who has a complaint receives a respectful response to their concerns. Complaints should first be addressed at the service delivery level. Should the issue not be resolved at that first level, it should be addressed by the Program Director, or equivalent. Therefore, the following procedures provide a means for the client’s issue to receive appropriate attention above the Program Director level.

No client making a complaint will be victimized or disadvantaged in KCAO services.

(* The term “client” is used throughout this policy to include a current, past and prospective client of any KCAO service.)

Procedures

Step 1 – Initiation of formal complaint

Should the client making the complaint feel their issue was not resolved by the service person and the Program Director, the client will submit their concerns to the Deputy Director. Should the complaint be regarding the Deputy Director or should the person making the complaint not feel secure in making the complaint to the Deputy Director, the complaint shall be made to the Executive Director.

- Complaints made in writing
  Any complaints that are made in writing should either be on the client complaint form or should have the minimum requirements that are listed on the form. This minimum information includes the following: name, address, details of the incident, and remedy suggested. If the client wishes to mail their complaint, it should be mailed to the main KCAO office at:

  KCAO
  Attn: Deputy Director
  1130 N. 11th Ave.
  Hanford, CA 93230
• Complaints made verbally
  The receiver of the call will verify with the client that he or she has spoken to the Program Director. If not, the client will be provided the Program Director’s name and contact information. The receiver of the call will immediately notify the Program Director of the client’s name and contact information.
  If the client has discussed the issue with the Program Director, any complaint in person or over the phone should be written on the complaint form by the person receiving the phone call. Calls can be made directly to (559) 582-4386. The person completing the form shall then deliver the form to the Deputy Director.

Upon receiving the complaint, the Deputy Director will assure the client that KCAO treats all complaints seriously and the issue will be dealt with promptly. The person should be encouraged to be as specific and factual as possible. The person making the complaint will be reminded that confidentiality of the complaint is not guaranteed as details may be required for an investigation.

The Deputy Director, based on the credibility and gravity of the complaint, may process anonymous complaints.

Step 2 - Tracking
All complaints received by the Deputy Director will be logged and assigned a number. The numbering system shall consist of the last two numbers of the calendar year, followed by the month in two digits, and then a sequential number within that month. For example, the third complaint in May of 2011 will be assigned the number 11-05-3.

The receipt of the complaint will be acknowledged either by phone or by mail within 5 business days. The acknowledgement may include information as to who will deal with the complaint and may include a request for further information.

Step 3 - Investigation

The goal of the investigation is to determine the merit of the complaint and a resolution. The Deputy Director will use all appropriate resources to investigate the complaint.

Step 4 - Resolution
Within 10 business days of the receipt of the complaint, the Deputy Director will provide the client with a verbal or written explanation of his/her findings which may include the scope of the investigation and the justification in resolving the matter. Personnel actions will NOT be communicated to the client. Further, the resolution will not interfere with the grievance, appeals, complaint, etc. process established by a funding source. For example, in the case of a complaint from a client terminated for delinquent family fees, a resolution might address
unprofessional behavior of a KCAO employee but it will not serve as an additional step in the appeals process established in Title 5, California Code of Regulations.

The client will be reassured that his/her input was valuable and future communications are welcome.

Step 5 - Corrective & Preventative Action

If the findings of the investigation conclude KCAO needs improved policies and procedures, the Deputy Director will task the appropriate individual to make such changes. If the findings of the investigation conclude that a KCAO employee is either ill trained or displayed poor conduct, the Deputy Director will ensure that the employee’s supervisor completes appropriate corrective actions with the assistance of the Human Resources Department.

Adopted by the Board of Directors: September 22, 2011
Client Complaint Form

Today’s Date: ________________ Time: ______

Name of person making complaint: ________________________________________

Mailing address of person making complaint: _________________________________

Phone #: ______________________

KCAO employee completing or receiving this form: ____________________________

Check appropriate area:

_____ Telephone    _____ Letter    _____ Face to Face

_____________________________________________________________________

Information Regarding Complaint

Which KCAO employee might be familiar with or involved in your complaint: _______

What department is associated with your complaint: ______________________________

When did the situation occur: ________________________________

Date Time

What happened: _____________________________________________________________

_______________________________________________________________________

_______________________________________________________________________

What remedy do you suggest: ________________________________________________

_______________________________________________________________________

FOR KCAO INTERNAL USE:

Five-day follow-up on: _____________________________________________________

Name Date

Ten-day follow-up on: _____________________________________________________

Name Date

Complaint number: ___ - ___ - ___ (yy-mm-#)

Investigation, resolution, and corrective action notes attached