

RICHLAND COUNTY HEALTH & HUMAN SERVICES COMPLAINT PROCEDURE

Complaints may be presented to any staff person either in writing, orally, or by an alternative method. Richland County Health & Human Services makes every attempt to resolve the complaint at the time it's presented. The staff member and appropriate manager works with the complainant to formulize a resolution.

If the complaint is not resolved, the complainant is offered the option of using the formal resolution process. The complainant always has the right to choose someone to represent or assist them, such as a family member, attorney, etc.

FORMAL PROCESS:

All complainants' requesting to file a complaint shall submit a Richland County Health & Human Services Complaint form to a Richland County Health and Human Services staff member. The complainant has the option to fill it out or present it orally to a staff member who will then fill out the form. The complaint shall be filed within 45 working days of the alleged incident. Some exceptions may apply to accept complaints outside of the 45-day time frame. The complaint will then be forwarded to the Director who will then assign it to the appropriate Manager within two working days.

Stage 1 – Unit Investigation

The unit manager shall determine which process to follow. The unit manager shall supply the complainant with the necessary paperwork related to each formal process if they have not yet to be provided. The unit manager has 30 days to complete an investigation on the complaint and issue a written decision. The written decision will be sent to the complainant, with a copy going to the Director.

Stage 2 – Department Review

If the complainant is unsatisfied with the results of the unit manager's decision, they may request the Director conduct an administrative review. This request must be made within 14 days of the written letter. This review will be completed within 30 days of receipt of the unit manager's decision.

Stage 3 – County Review

If the complaint is not resolved, the complainant has 14 days from receipt of the administrative review to request the complaint be discussed with the County Administrator.