

Richland County Health and Human Services
COMPLAINT RESOLUTION

- Complainant (or person acting on complainant's behalf) presents a complaint to any staff person either in writing, orally, or by 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 unable to resolve the complaint, the formal process is followed.

FORMAL PROCESS
Complainant should receive the HHS Complaint Procedure and submit a HHS Complaint Form to the Administration & Building Operations Manager within 45 days of the alleged incident. The Administration & Building Operations Manager will contact the Unit Manager within two working days.

STAGE 1
The Unit Manager will attempt to resolve the complaint and/or determine which complaint process to follow within two working days.

The Unit Manager will supply the complainant with the necessary paperwork related to each process.

STAGE 2
Administration & Building Operations Manager will investigate the facts and report the findings within 30 days to the complainant and unit manager.

If complainant or unit manager disagrees with report, Administration & Building Operations Manager may negotiate mutually acceptable plan.

If complainant and unit manager agree with report, implement recommendations.

STAGE 3
Complainant or unit manager has 14 days from receipt of the Administration & Building Operations Manager's report to request an administrative review.
The Director issues a written decision within 30 days.

STAGE 4
Complainant has 14 days from receipt of the administrative review to appeal the Director's written decision to the Health & Human Services Board Chairperson.
The Health and Human Services Board Chairperson will either hold a hearing or conduct an investigation and then issue a final written decision within 30 days.