

RICHLAND COUNTY HEALTH & HUMAN SERVICES COMPLAINT PROCEDURE

Complaints may be presented 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 the complaint is not immediately 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 the formal complaint process shall submit a Richland County Health & Human Services Complaint form to the Administration & Building Operations Manager within 45 working days of the alleged incident. The Administration & Building Operations Manager shall determine which unit manager to forward the complaint on to within two working days.

Stage 1 – Unit Manager Review

The unit manager shall determine which process to follow and/or attempt to resolve the complaint within two working days. The unit manager shall supply the complainant with the necessary paperwork related to each formal process.

Stage 2 – Complaint Investigation

If the complaint is not resolved, the Administration & Building Operations Manager shall investigate the facts and resolve the dispute or report the findings within 30 days from receipt of the complaint form to the complainant and the unit manager. The Administration & Building Operations Manager may negotiate a mutually acceptable plan and/or implement recommendations.

Stage 3 – Administrative Review

If the complaint is not resolved, the complainant or unit manager has 14 days from receipt of the Administration & Building Operations Manager's report to request the Director conduct an administrative review. The Director will issue a written decision within 30 days.

Stage 4 – Hearing or Investigation

If the complaint is not resolved at this point, the complainant has 14 days from receipt of the administrative review to appeal the Director's written decision to the Chairperson of the Richland County Health & Human Services Board. The Health & Human Services Board Chairperson will either hold a hearing or conduct an investigation and then issue a written decision with 30 days.