Following is a summary of procedures spelled out in Department Administration Instruction 9.05:

1. Complaint is received by a Department staff, who directs complainant or the complaint to the responsible staff if/as applicable. [Note well: If complaint is of abuse, neglect or exploitation, staff is immediately to bring the matter to the attention of the Quality Assurance Office, which in turn will address the complaint. If the complaint gives reason to consider disciplinary action against a City employee, steps will be taken in accordance with City policy and procedures.]

2. Responsible staff will within 1 workday (a) respond to complainant in person or by phone or in person, (b) record complaint on complaint form A, and (c) inform both supervisor and Quality Assurance Office by phone or e-mail.
   a. If satisfactorily resolved, staff will complete form A and within 1 workday forward it to supervisor.
   b. If not satisfactorily resolved within maximum of 5 workdays, staff will offer appointment with supervisor, complete section of form A, and forward to supervisor. Complaints not resolved within 5 workdays of first having been received by a Department staff will be reported by the Quality Assurance Office to the Regional Human Rights Advocate as required by state regulations.

3. Supervisor receiving complaint will contact complainant within 1 workday to offer a meeting time within 3 workdays. Inability to do so is reason for a letter inviting contact within a specified date.
   a. If satisfactorily resolved, staff will complete form A and within 1 workday forward it to program director.
   b. If not satisfactorily resolved, supervisor will offer complainant opportunity to initiate a written complaint.
      i. If complainant wishes, complainant initiates written complaint by completing form B, which the supervisor will forward to the division director within 1 workday. In turn, the division director will contact the complainant to offer an appointment within 3 workdays.
      ii. If the complainant does not choose a written complaint, the supervisor will note same on form A and forward to the division director, who will follow up with the complainant within 3 workdays.

4. Complainants lacking satisfactory resolution even at the level of division director may appeal to the department director.

5. If the complaint pertains to services by a vendor under contract with the department, the staff receiving the complaint will within 1 workday document on form A and forward to the vendor (with copy to the Quality Assurance Office) under a cover letter requesting return of the completed form to the Quality Assurance Office.

Staff will respond to formal complaints in accordance with Department human rights procedures.

Documentation of each complaint is routed to supervisor and division director, respectively, for their review and comments, then to the Quality Assurance Office.

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