

## PURPOSE

To provide parents; custodians; legal guardians; kinship caregivers; children; and applicants or providers of adult-supervised living arrangements, who are receiving services through Athens County Children Services, a specific avenue in which to formally address complaints with the agency.

Grievances must be filed within thirty (30) days of disposition notification to be considered for review.

## PROCEDURES

**Step 1:** An individual with a complaint should discuss that complaint with the assigned caseworker.

**Step 2:** If the complaint is not resolved in Step 1, the complainant should contact the caseworker's immediate supervisor to discuss the situation. The supervisor will investigate the concern and report back, verbally or in writing to the complainant within five working days.

**Step 3:** If these steps have not resolved the problem satisfactorily, the complainant may file a written statement of complaint with the Executive Director. The Executive Director or his/her designee will investigate and respond within five working days of the written receipt of the complaint.

**Step 4:** If the complainant is dissatisfied with the local agency decision, they may request a hearing by the Ohio Department of Job and Family Services (ODJFS). This office can review a case after the county complaint process has been followed. When ODJFS reviews a case, it looks at whether Ohio and administrative law procedures were followed.

ODJFS has no authority to change or overturn any decisions of the children services agency or the court; and due to confidentiality restrictions, ODJFS cannot provide you any case specific information.

If you have followed the county complaint process and believe that the law was not followed, you may request an administrative review by calling the Help Desk at 1-866-635-3748.

## OTHER PROVISIONS

In order to communicate the review/grievance policy to all individuals, the agency will provide an interpreter for individuals who speak a language other than English. Consultants from the Services for the Visually Impaired and Services for the Deaf and Hard of Hearing will be provided by the agency for individuals who are visually or hearing impaired.

Athens County Children Services will document in the case record the complaint, the complaint reviews process and the findings of the complaint review.

A copy of this grievance policy will be forwarded to the grievant within three working days of his or her request.

**Athens County Children Services**

**PO Box 1046**

**18 Stonybrook Drive**

**Athens, OH 45701**

**Phone (740) 592-3061**

**Fax (740) 593-3880**

**[www.athenschilddrenservices.com](http://www.athenschilddrenservices.com)**

## Grievance Policy:

This agency encourages anyone who has a complaint or concern to first address it with his or her caseworker or supervisor. Open communication is the first step in resolving many differences and problems.

The grieving party has the right to express concerns and grievances and to receive a prompt explanation concerning the provision of services.

Athens County Children Services  
Mission Statement

**Protecting Children  
Strengthening Families  
Securing Futures**

Contact us for more information:  
Phone (740) 592-3061  
Fax (740) 593-3880  
[www.athenschildrenservices.com](http://www.athenschildrenservices.com)

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Athens County Children Services

## Grievance Policy

For Parents, Custodians, Legal Guardians, Kinship Caregivers, Children, and Applicants or Providers of Adult Supervised Living Arrangement

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