

GRIEVANCE POLICY

ACCS encourages anyone who has a complaint or concern to first address it with their caseworker or supervisor.

Open communication is the first step in resolving many differences and problems.

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

Updated 06/16/2023

Athens County Children Services

Mission Statement

Protecting Children

Strengthening Families

Securing Futures

Contact us for more information:
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ATHENS COUNTY CHILDREN SERVICES

GRIEVANCE POLICY



*Athens County
Children Services*

PURPOSE AND PROCEDURES

PURPOSE

To provide clients who are receiving services through Athens County Children Services a specific avenue in which to formally address complaints with the agency.

You must file a grievance no later than thirty calendar days after the event, or learning of the event.

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 grievant should contact the caseworker's immediate supervisor to discuss the situation. The supervisor will investigate the concern and report back, in writing, to the grievant within five working days of receiving the complaint.

Step 3: If still not resolved, the grievant should contact the appropriate manager. The manager will investigate the concern and report back, in writing or by phone, to the grievant within five working days of receiving the complaint.

Step 4: If these steps have not yet resolved the problem satisfactorily, the grievant may submit a written statement to the Executive Director. Within five working days of receiving the letter, the Executive Director and/or their designee (e.g., Quality Assurance Officer) will investigate the concern and determine which of the following is most appropriate to address the complaint:

- Within five working days of the investigation, the grievant will be notified, in writing or by phone, that the final review will include a meeting with the grievant, Executive Director and/or their designee, and other necessary parties. A written decision will be sent to the grievant within fifteen days of the meeting. -OR-
- After investigating the concern, the Executive Director and/or their designee will report back, in writing, to the grievant within five working days.

Step 5: If the grievant is dissatisfied with the local agency decision, they may request a hearing by the district office of the Ohio Department of Job and Family Services.

When ODJFS reviews a case, it looks at whether Ohio law and administrative procedures were followed.

Note: 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.

ODJFS Help Desk

Email: Help-Desk-OCF@jfs.ohio.gov

Phone: 1-866-886-3537

OTHER PROVISIONS

To communicate the review or grievance policy to all individuals, the agency will provide an interpreter for individuals who primarily speak a language other than English, and for individuals with a hearing and/or visual impairment.

Athens County Children Services shall document in the case record the complaint, the complaint review 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 their request.