

HUMBOLDT COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES SOCIAL SERVICES BRANCH CHILD WELFARE SERVICES DIVISION	DATE: September 21, 2004	Page 1 of 1 Section
POLICY AND PROCEDURE MANUAL		
Title: Problem Resolution		

POLICY:

This policy is to assure concerned individuals receive thoughtful and timely response to a problem and/or concern. Individuals who will utilize the Problem Resolution policy include: foster parents; legal parents; guardians; and children concerning the placement or removal of a child from a foster home.

PROCEDURE:

The following steps should be taken: 1) Concern and 2) Complaint.

STEP 1. Concern

- a) An individual contacts and discusses concern with appropriate Child Welfare Services staff.
- b) An individual may contact the Foster Care Coordinator, Social Worker, or the case carrying Social Work Supervisor at (707) 445-6180.
- c) The problem will be addressed within five working days. Resolution will be provided to the individual either verbally or in writing.
- d) If the concern is not resolved, the individual may proceed with the following.

STEP 2. Complaint

Complaint/Grievance forms and self-addressed envelopes are available at Child Welfare Services and at the Foster Parent Association, New Directions.

- a) Complaint/Grievance form is completed by the individual and sent to the Foster Care Coordinator.
- b) Foster Care Coordinator immediately forwards the form to the appropriate Child Welfare Services staff and the Program Manager. Program Manager will designate staff to address the complaint(s).
- c) Designated staff will respond to the individual within ten working days from receipt of the Complaint/Grievance form either by phone or in writing.
- d) Designated staff will complete the bottom portion of the Complaint/Grievance form, as documentation of the response to the Complaint.
- e) Individuals have the right to submit a Grievance Review at any time during or after the process described in this policy. Individuals also have the ability to contact California Department of Social Services – Community Care Licensing and the Foster Care Ombudsperson Office.