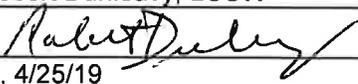




Division of Prevention and Behavioral Health Services
 Department of Services for Children Youth and Their Families
 State of Delaware

PBHS-CS106		COMPLAINT POLICY
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Signature:		Originated: 9/17/97
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PURPOSE:

The purpose of this policy is to establish a mechanism by which concerns/complaints may be registered with the division when initial efforts to resolve the complaint have not succeeded.

POLICY:

It is the policy of the Division of Prevention and Behavioral Health Services (DPBHS) to be responsive to concerns/complaints or disputes expressed by individuals, their representatives, providers and constituents. It is recognized that there will be times when such concerns/complaints or disputes cannot be resolved at the point at which they occur. DPBHS staff will ensure that no complainant will experience any form of retaliation for registering a complaint.

The Department of Services to Children, Youth and Their Families, Policy 215 Constituent Concerns, defines Executive Constituent Concerns and establishes procedures for handling and documenting Executive Constituent Concerns. The process by which other unresolved complaints, concerns, or disputes are to be handled according to DBPHS procedure.