

CLIENT COMPLAINT PROCEDURE

Revised February, 2016

*Hancock Hardin Wyandot Putnam
Community Action Commission*

*122 Jefferson Street
P.O. Box 179
Findlay, Ohio 45839*

(419) 423-3755

I. APPLICABILITY

This document is applicable to all projects operated/sponsored/funded by the Hancock, Hardin, Wyandot, Putnam Community Action Commission which provide benefits and/or services to individuals or households, and which do not have a client complaint procedure established by the funding source.

II. PERSONNEL

Joshua Anderson, the Executive Director of HHWP Community Action Commission, shall be the EXECUTIVE OFFICER having the authority to render decisions on complaints that have been appealed through the Program Director.

Brandi Ferguson, the Equal Opportunity Officer of HHWP Community Action Commission, shall be the COMPLAINT OFFICER and has the responsibility for implementing and monitoring the provisions of this policy.

Pete Natal, Director of Energy & Facilities, shall act as the Assistant Equal Opportunity Officer.

III. BASIS FOR COMPLAINT

Any individual who received benefits and/or services from one of our programs, and who is not satisfied with the quality or quantity of those benefits/services, may file a complaint.

IV. COMPLAINT PROCEDURE

The client must submit a written complaint to the appropriate Program Director within thirty (30) days from the date of the event giving rise to the complaint. The Program Director or his/her designee, will then have five (5) working days to issue a written notice of the disposition of the complaint. If the client is still dissatisfied, or if no written notice is received within 5 working days, the client may appeal the decision to the Executive Officer by submitting a written request within ten (10) working days from the date the notice was received, or 15 days from the submission date of the complaint if no response was received.

The Executive Officer shall use whatever means appropriate (i.e. interviews, hearings, site inspections, etc.) to gather the relevant information regarding the complaint. The Executive Officer must then issue a written notice to the client detailing the final disposition of the case within ten (10) working days from the receipt of the appeal request. The Executive Officer must also notify the client of their right to appeal the decision within 10 days to the Board of Directors at their next regularly scheduled meeting. If the client is dissatisfied with the Board's decision, the Complaint Officer will provide information about filing appeals to the appropriate program funding source, or will refer the client to local legal services.

For Head Start issues, the procedure remains the same through the Executive Officer appeal. The Executive Officer will notify the client of the right to appeal to Policy Council at their next scheduled meeting. A response letter signed by the Executive Officer and Policy Council Chairperson will be sent to the client within five (5) working days of the Policy Council meeting. The letter will also inform the client of their right to appeal to the Board of Directors within ten (10) working days. The procedure then follows as above. For Transportation related Title VI

issues, the complainant may file directly with the Ohio Department of Transportation at ODOT Office of Equal Opportunity, Attention: Title VI Coordinator, 1980 West Broad Street, Columbus, Ohio 43223.

For Transportation related Title VI issues, the complainant can also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

V. CLIENT RIGHTS

All clients have the right to:

1. Present any information or documentation to support their complaint.
2. Request the assistance of the Complaint Officer in preparing any information and/or documents to be considered in the review process.

VI. METHODS OF DISSEMINATION

1. A copy of this document will be posted in a prominent place in all HHWP CAC facilities.
2. A Spanish language version of this document will be available for those persons of limited English ability. If information is needed in another language, contact Brandi Ferguson at 419-423-3755.
3. Copies of this document will be distributed to all Program Directors and appropriate program personnel.
4. A notice of client complaint rights will appear on every Agency application for program services.

VII. ASSURANCES

1. All information and material regarding the filing of a complaint will be kept confidential.
2. The filing of a complaint by any client shall have NO adverse effect upon the quality or quantity of services provided to that client.
3. No person shall, on the grounds of race, color, religion, age, sex, national origin, disability or handicap, military/veteran status, sexual orientation, genetic information, political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subject to discrimination under any program which this agency operates.

VIII. SIGNATURE OF APPROVAL



Connie Cooper, President
Board of Trustees



Joshua Anderson
Executive Director

LIST OF PROGRAM DIRECTORS

Head Start

Lynn Tucker-Roberts
Director of Child Development

Women, Infants, and Children (W.I.C.)

Breanna Krummrey
Director of Health Services

Transportation Services

Laurie Collins
Director of Transportation

Community Services Block Grant (CSBG)
Home Energy Assistance Program (HEAP)
Microenterprise Development Program
Individual Development Account (IDA) Program
Housing Programs

Steve Snowden
Director of Community Services

Weatherization Programs

Pete Natal
Director of Energy & Facilities

TO: All Personnel

FROM: HHWP Community Action Commission

RE: Equal Employment Opportunity/Affirmative Action


The HHWP Community Action Commission is committed to equal employment opportunities for all applicants, participants and employees in all facets of its operations; and where deficiencies are noted to take affirmative action to correct such deficiencies. In addition, it is our policy to recruit, hire place, promote, compensate, layoff or terminate/discharge in all job classifications without regard to age, color, national origin, sex (except where sex is a bona fide occupational qualification), disability or handicap, race, religion, military/veteran status, sexual orientation, genetic information, political affiliation, or on any other basis prohibited by federal, State, or local law.

It is policy to take affirmative action to insure that all training programs and all personnel actions such as a rate of compensation, benefits, transfers, and promotions, layoff and termination be administered without regard to race, color, national origin, ancestry, sex, age, political affiliation, handicap or beliefs.

Brandi Ferguson, Equal Opportunity Officer, and Pete Natal, Assistant Equal Opportunity Officer will have the overall responsibility of administering the program. If a program participant or applicant feels he/she has been discriminated against in employment, seeking employment and/or training with this agency, he/she should immediately contact Brandi Ferguson, Equal Opportunity Officer, HHWP Community Action Commission, 122 Jefferson St., P.O. Box 179, Findlay, OH 45839, (419) 423-3755, to pursue the proper discrimination complaint procedure. Brandi Ferguson may also be reached at bferguson@hhwpcac.com and the entire procedure is posted on the agency website at www.hhwpcac.org.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

EEO/Affirmative Action is a legal, social and economic necessity for HHWP Community Action Commission. All employees are asked to assist in this effort to achieve equal employment opportunity. Any willful or deliberate violation by an employee of our equal employment opportunity policy will be cause for appropriate disciplinary action.



Joshua Anderson
Executive Director