

ADMINISTRATIVE POLICY

- 1 OPTIONS staff may receive complaints from people or businesses situated near OPTIONS service sites or during community outings. The following procedure outlines the steps to be followed whenever a complaint is received:

OPTIONS will have administrative staff available to receive community complaints Monday through Friday from 8 am to 4 pm.

- 1.1 The staff person receiving the complaint will treat the complainant in a courteous manner and will not attempt to defend OPTIONS or the persons it serves, but will inform the complainant that his or her complaint will be passed along to OPTIONS management, who will contact the complainant to resolve the issue. **The confidentiality of persons served by OPTIONS will be maintained at all times.**
 - 1.2 The staff person receiving the complaint will obtain the following information from the complainant:
 - 1.2.1 The name, address and phone number of the complainant
 - 1.2.2 A brief description of the nature of the complaint
 - 1.3 The staff person will submit the complaint information to the program manager who will review the complaint and discuss it with the program supervisor, add any relevant comments, and forward it to the Chief Executive Officer (CEO), Chief Operating Officer (COO) or Program Director (PD).
- 2 If a complaint is of an urgent nature or received after working hours or on weekends, the staff person taking the complaint will contact OPTIONS on-call supervisor.
 - 2.1 The on-call supervisor will contact the complainant to obtain the relevant facts of the complaint.
 - 2.1.1 If the complaint is reasonable and if immediate action can be taken to resolve the situation, the on-call supervisor will direct CSS at the site to take such action.
 - 2.1.2 If the nature of the complaint is unclear/or cannot be resolved immediately, the on-call supervisor will assure the complainant that his or her complaint will be passed along to OPTIONS management for action.
 - 3 The CEO, COO or PD or designee will contact the complainant directly at the earliest possible opportunity to discuss the complaint and direct any action

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necessary to resolve the complaint. Action may include:

- 3.1 Direction of Program Manager, Supervisor, or CSS staff to counsel persons served on neighbor relations
- 3.2 Direction of Program Manager or Supervisor to address complaint at program staff meetings
- 3.3 Requisition of any needed changes to building or property
- 3.4 Scheduling of follow-up meetings with complainant
- 3.5 Referral of complaint to the Human Rights Committee review for further action if needed

POLICY DATE: August 2001
REVISED: May 2004
REVISED: August 2007
REVISED: January 2008
REVISED: May 2012
REVISED: February 2014
REVIEWED: August 2015, September 2016, October 2017, October 2018