

Formal Complaint Policy

POLICY: A formal complaint is an electronic or written document filed by a person receiving services from PCCI, alleging that a staff member or agency has acted improperly, violated their rights, or failed to provide adequate care, which is submitted through the official complaint process outlined by the agency. **According to PCCI policies and procedures clients can file a formal complaint for situations that do not fall within the Appeal/Grievance Policy. Any issues related to an applicant's denial, or termination of participation should be addressed through the Appeal Grievance process.** All other complaints will follow the Formal Complaint process as outlined below.

Purpose: To raise concerns about potential misconduct, negligence, or inadequate service delivery by a staff member or agency.

Process:

Step 1: Complete the Formal Complaint Form through the following link: <https://www.surveymonkey.com/r/PCCIFormalComplaint>. There will also be a QR code available in the Client Handbook and a link on the PCCI website to access the form. If you don't have access or the ability to file a Formal Complaint electronically request a paper copy of the document from Nancy Zimmermann, nzimmermann@pccihome.org or call 404-561-4921 to request a form.

Step 2: The complaint will be reviewed by the Director of Compliance and/or the Co-CEO's and will be routed to the Manager assigned to the employee that the complaint addresses within two working days.

Step 3: The assigned Manager will review the complaint. The complaint will be investigated by the Manager, which may involve reviewing case files, interviewing the client and staff member(s).

Step 4: The assigned Manager will provide a written response within five business days of receiving the complaint.

Step 5: If the program participant is not satisfied with the outcome, the Formal Complaint can be elevated to the Director of Compliance and/or Co-CEO's for review and investigation by submitting another Formal Complaint as outlined in Step 1 within 5 business days.