



CSSD Policy

Subject:	Administrative Grievance Process	Number:	2004-02
Approval Date:		Pages:	
Approved by:	Benidia A. Rice, Director	Revision	FINAL

I. Administrative Grievance Process - 2004-02

A. EFFECTIVE DATE:

B. PURPOSE:

To advise CSSD personnel on the procedures when a customer wants to submit a complaint about service deliver and expectations, including when a customer requests an administrative review of her/his case and what appropriate action must be taken when there is evidence that an error occurred or an action should have been taken on her/his case.

C. REFERENCES:

: 45 C.F.R. § 303.35.

D. POLICY STATEMENT:

Pursuant to 45 CFR §303.35, CSSD establishes an informal grievance process that provides customers with procedures and forms to express and resolve their concerns regarding their case(s). If CSSD cannot resolve the customer's problem to her or his satisfaction through regular customer service activities, the customer may file a complaint and initiate the grievance process. All complaints must be made in writing on CSSD's complaint form and must clearly state the nature of the complaint and the action requested by the customer.