



FAMILY FOSTER CARE GRIEVANCE PROCEDURE

Sometimes, you just have to let someone know!

If you feel you have been treated unfairly, in some way denied your rights, or have seen something that may be against the rules, please let us know. You are entitled to file a grievance without any form of reprisal or intimidation.

1. First, try to resolve this complaint directly with your Case Worker or Supervisor. If still not satisfied, you may speak to the Program Director.
2. If this issue remains unresolved, you may file a written Grievance Report on your own or in your own words with the assistance of the Caseworker, Supervisor, Director or Quality Improvement Specialist.
3. Grievance Report Forms are available upon request. We would like to have the opportunity to listen and respond to your concerns.
4. If still not satisfied, the report and response will be reviewed by the Assistant Executive Director and will go to the Executive Director as needed.

Want to remain Anonymous? You can make an anonymous complaint by calling SCO's Compliance Hotline at **1- 866 250-9213**.

The full SCO Grievance Procedure is posted at each site. If you have any questions, please ask for the Quality Improvement Specialist.