

**Crawford County Human Services Department  
Policies and Procedures**

**SUBJECT:** The procedure for filing a grievance with Crawford County Human Services.

**POLICY:** Any consumer, child, family, and/or outside agency may file a grievance, free from any retaliation or punishment, to express a complaint/concern regarding the daily operations of Crawford County Human Services, if they feel their rights have been violated, and/or they not satisfied with the services they receive from the agency either directly or indirectly. All Crawford County Human Services Staff will accommodate any request to obtain a grievance form and/or assist in the completion of and/or filing of a grievance form. A completed grievance form is to be sent to Crawford County Human Services attention: Mela Calomino-Zinz, Planning Coordinator.

*\*This policy does not apply to grieving the opening of a case through the Crawford County Human Services CYS Department.*

**PROCEDURE:**

1. All Crawford County Human Services Staff will accommodate any request to obtain a grievance form and/or assist in the completion of and/or filing of a grievance form.
2. A grievance form may be obtained from:
  - a. Your caseworker, casework supervisor, GAL, attorney, your parent/guardian, foster parent, foster care worker, placement primary worker; or
  - b. by downloading it from the Crawford County Government web site [www.crawfordcountypa.net](http://www.crawfordcountypa.net) then going to the Human Services tab, then going to the Human Services Department link; or
  - c. by requesting one from the receptionist at Crawford County Human Services. You may contact the receptionist by phone at (814) 724-8380 or (877) 334-8793; by mail at 18282 Technology Dr., Suite 101 Meadville, PA 16335.
3. A completed grievance form needs to be sent to the attention of Mela Calomino-Zinz, Planning Coordinator.
  - a. By mail: Crawford County Human Services at 18282 Technology Dr. Suite 101 Meadville, PA 16335; or
  - b. By email: [mcalomino@co.crawford.pa.us](mailto:mcalomino@co.crawford.pa.us).
4. The agency will keep confidential the identity and the nature of the grievance, except as necessary to resolve the situation.

**Date Implemented:** 8/15/12

**Date Revised:**

*Mela Calomino-Zinz 5/10/13*

**Reviewed and approved by Human Services Director:**

**Crawford County Human Services Department  
Policies and Procedures**

**SUBJECT:** The procedure for handling a grievance and appeal filed with Crawford County Human Services.

**POLICY:** All grievances will be reviewed and resolved by the Crawford County Human Services Planning Coordinator. The Planning Coordinator will have up to 21 calendar days from receipt of the grievance to review and resolve a filed grievance. If the grievance indicates a high level of urgency then the Planning Coordinator will have 10 calendar days from receipt of the grievance to review and resolve the filed grievance. Appeals will be reviewed and resolved by the Crawford County Human Services CYS Associate Director.

**PROCEDURE:**

1. When a grievance form is received by mail the receptionist will date stamp the grievance form and forward the grievance to the identified Planning Coordinator.
2. When a grievance form is received by email the Planning Coordinator will print the grievance form and date stamp the form.
3. The Planning Coordinator will within three (3) business days of receiving the grievance form send a Notification of Receipt of Grievance letter to the individual filing the grievance.
  - a. The Notification of Receipt of Grievance letter will include the following information:
    - i. Name and contact information for person reviewing the grievance.
    - ii. Date the grievance was received
    - iii. Anticipated date of the completion of the review and resolution.
    - iv. Anticipated mailing date of Notification of Decision letter.
4. The Planning Coordinator will have up to 21 calendar days from receipt of the grievance to review and resolve a filed grievance.
  - a. If the grievance indicates a high level of urgency then the Planning Coordinator will have 10 calendar days from receipt of the grievance to review and resolve the filed grievance.
5. The Planning Coordinator will no later than three (3) business days after the conclusion of their review of the grievance and a resolution has been determined send a Notification of Decision letter to the individual filing the grievance.
  - a. The Notification of Decision letter will include the following information:
    - i. The name of the person making the determination.
    - ii. The date the grievance was received.
    - iii. Anticipated mailing date of Notification of Decision letter.
    - iv. A narrative description of the decision.
    - v. Statement that should the individual wish to appeal the decision a written request must be made to the Associate Director.
6. A copy of the grievance form and Notification of Determination will be forwarded to the Human Resource Analyst.

7. The Human Resource Analyst will file the grievance form and Notification of Determination and share the information at the preceding Personnel meeting.
8. If an appeal of the grievance decision is made an Associate Director will review the decision and make a final determination.

**Date Implemented:** 8/15/12

**Date Revised:**

*Made to [unclear] 5/10/13*

**Reviewed and approved by Human Services Director:**