

 <b>STANISLAUS COUNTY COMMUNITY SERVICES AGENCY</b>	Developed by/Date: Per Old DSS Manual Prior to 2002, Rev. 1/10	Page: 1 of 1	Number: 7.4
	Reviewed by/Reviewed Date: CSA Exec Team 1/4/10	Replaces:	Category: Administrative
Title: <b>Community Inquiries and Complaints</b>		Approved: 1/4/10	

**Policy** 
     
 **Procedure** 
     
 **Guideline**

**Purpose**

To standardize the process in which inquiries and complaints are handled within Community Services Agency.

**Definition**

An inquiry and/or complaint initiated by the customer. Each customer has the right to make a formal complaint or inquiry.

**Procedure**

- A. Complaints or inquiries of a personal nature about employees will be handled by the manager. First-line supervisors may be asked to discuss specific matters with the employee, such as conduct, creditors, etc. These inquiries will always be brought to the attention of the employee, but no further action will be taken unless the cause of the complaint affects public relations with the Agency. Managers may discuss employee policy violations with their Assistant Director and Department HR Manager for guidance in potential employee discipline issues.
- B. Complaints related to operation of a County vehicle will be passed on to the Department Safety Manager and the Department HR Manager. The situation will be discussed with the employee’s Manager for appropriate action. Additional safety training will be required in most situations.
- C. Complaints alleging discrimination is also the responsibility of the manager, but complainants must be informed that they also have the right to file a formal Civil Rights Complaint.
- D. Complaints and inquiries can be made on-line, in person, over the phone, in writing, or even through CEO Office or Board of Supervisors. All complaints or inquiries made will be given same consideration regardless of their method of delivery.
- E. Complaints made against a peace officer are handled separately in compliance with current laws. Please refer to the CSA SIU Chief for further information.