



Community Action of Orleans & Genesee, Inc.
Customer Concern Form

It is our goal to provide services according to program guidelines while treating each customer with dignity and respect. This form is to be used for complaints or concerns about services or the actions of an agency employee.

Description of concerns: [blank lines]

The above occurred on: [blank line] (date)

Name of program involved: [blank line] (See list on back if unsure.)

Staff person(s) involved: [blank line]

Have you taken any of these steps? (Please check all that apply.)

- Spoke with staff involved
Spoke with immediate supervisor of staff involved
Spoke with director of program involved
Other: [blank line]

Please note: We cannot proceed with this concern without the following information:

(Please print.) [blank line] (name)

[blank line] (address)

[blank line] / [blank line] (phone) (message number)

The best time to reach me is:

Weekdays: [] morning [] afternoon [] evening

Weekends: [] morning [] afternoon [] evening

To the best of my knowledge, the information given above is accurate.

(signature)

(date)

CAUTION: The information given on this form could be presented to an appropriate law enforcement agency. Knowingly making a false statement may be grounds for legal action.

Please complete, seal in an envelope, and forward to:
Edward Fancher, Executive Director
Community Action of Orleans & Genesee, Inc.
409 E. State Street
Albion, N.Y. 14411-1123

Community Action of Orleans & Genesee, Inc.

procedures for handling Customer Complaints or Concerns regarding the agency and all its programs.

I. PURPOSE

- A) The Board of Directors has established the following process for resolving complaints from customers who are dissatisfied with or denied agency services.

II. NOTIFYING CUSTOMERS OF THE RIGHT TO FILE COMPLAINT

- A) The agency and each of its programs will notify customers and applicants of their right to file a complaint as follows:
- 1) A summary of procedures will be prominently posted.
 - 2) If assistance to file is needed, this will be provided upon request.
 - 3) Customer Concern Forms will be made available to customers at service delivery sites, offices where applications for services are filed, and/or by telephone requests.
 - 4) In situations where services are applied for over the telephone, a customers may be *verbally* informed of the right to file a complaint.
- B) In the case of denial of services, the customer or applicant must be given reasons for the denial.

III. COMPLAINTS REGARDING SERVICES

A) Filing of Complaint or Concern

- 1) Participants must submit their complaint in writing to the Executive Director, Edward Fancher, using this form.
- 2) The complaint must be filed within thirty (30) days of the event in which the customer is dissatisfied. A time extension may be granted for good cause shown.

B) Investigation and Response to Complaint or Concern

- 1) The Executive Director will investigate the situation, including, as appropriate;
 - a) direct contact with the concerned customer
 - b) direct contact with other persons involved in the action(s) or the denial of service
 - c) reviewing pertinent facts and/or documents to determine whether action(s) were made in accordance with lawful procedures. (i.e.: consistent with applicable funders and/or state laws, regulations, and policies)
 - d) Every effort will be made by Mr. Fancher, and/or a third party delegated to resolve the situation, to have a written response prepared and sent within 30 days. This response will include a summary of the circumstances related to the concern; the results of the investigation; a proposed action, if any; and the reason(s) for and facts leading to the decision.

IV. RECORD KEEPING

- A) The agency will keep on file for six (6) years, all relevant documents and records. This includes, but is not limited to: any investigative reports; any response submitted by the agency; any documents or records submitted by any party regarding the event in question; the written initial response of the agency; and, if applicable, the notice given to the customer of the right to an appeal directly to the Board of Directors.

V. CONFIDENTIALITY

- A) The identity of the concerned customer will not be disclosed except when necessary in conducting an effective investigation, or where legal actions are required.

List of agency programs:

ACT- HELPING YOUTH ACT RESPONSIBLY
CHILD CARE RESOURCE AND REFERRAL
EASTERN ORLEANS COMMUNITY CENTER
HEAD START
INCOME TAX PREPARATION
WEATHERIZATION

CATS (COMMUNITY ACTION TRANSPORTATION SYSTEM)
EARLY HEAD START/CHILD CARE PARTNERSHIP
EMERGENCY SERVICES/FAMILY DEVELOPMENT
HEAP/ENERGY PACKAGING
THE MAIN STREET THRIFT STORE
HOME REHABILITATION