

CHILD PROTECTION SERVICES  
STANDARDS FOR EFFECTIVE PRACTICE

**STANDARDS FOR ADMINISTRATION**

**10.8 NON-EMPLOYEE GRIEVANCES**

**Council on Accreditation Standards**

The Council on Accreditation Standards G1.8 (Grievance Procedures) and G2.9 (Feedback Mechanisms) link to and support Standard 10.8 *Non-Employee Grievances*.

**Administrative Code**

The Ohio Administrative Code Rules 5101:2-33-04 (PCSA Grievance Review Policy); and 5101:2-47-07 (Administrative Procedure Notice of a Right to a Hearing) address Standard 10.8 *Non-Employee Grievances*.

**I. Philosophy**

CFSA's strive to assure that their services are user-friendly, sensitive, and responsive to children and families. The establishment of a written formal grievance process enables the CFSA to maintain objectivity, seek continuous quality improvement, and provide a system of "checks and balances" for program operations. In addition, it assists the CFSA in attempting to resolve all complaints in a fair and objective manner.

The development and implementation of this process will help to assure families that services were provided fairly, as well as effectively and efficiently. The CFSA grievance process assists staff in reflecting upon services provided and should be seen as one strategy for enhancing service operations toward achievement of mission-critical work.

**II. Outcome**

The CFSA responds to service and program complaints filed against it. Program services are reviewed, in relation to the service complaints received, to assure quality services are provided.

**III. Evaluation**

FACSIS events, CPOE and the Federal Health and Human Services outcomes may be considered when evaluating this standard. In addition, the CFSA may consider the following:

- number and type of grievances per year;
- number of employee evaluations that indicate a need for client/customer engagement skill building;
- evaluation of satisfaction of non-employees who used the grievance process;
- agency response to evaluation outcomes.

**IV. Standards for Implementation**

- 1) The CFSA should have a written policy and set of procedures establishing a formal grievance process for those receiving services.

- 2) The written policy and procedures should include, but not be limited to:
  - a. persons who can access the formal grievance process;
  - b. designation of staff responsible for conducting and participating in the grievance process;
  - c. time frame for initiating and completing the grievance process;
  - d. mechanism for providing decision to individual who filed the grievance and involved staff;
  - e. documentation of grievances and reports to the executive director and/or Board of Directors.
- 3) The CFSA written grievance policy and procedures and the rights and responsibilities of those receiving services should be made available to families involved with CFSA programs.
- 4) The CFSA, on a periodic basis, should review non-employee grievances in a systematic manner to assure quality and effective service delivery.

## V. Financial Implications

The costs of implementing Standard 10.8 *Non-Employee Grievances* include costs associated with policy development and implementation, and are as follows:

Policy Development: 40 hours @ \$71/hour = \$2,840.00  
Training staff on policy: 4 hours @ \$71/hour = \$284.00  
Policy Implementation: 10 hours @ \$71/hour = \$710.00  
(per grievance adjusted)