

Complaint Procedure

Southwest Opportunities Center, Inc. Complaint Procedure is made available in the following locations:

1. Agency website, www.socinc.org
2. Hard copy via mail. Please call if you would this mailed to you
3. Client handbook

Any person who has a concern regarding the quality of service, timeliness, or the manner in which the service was provided can file a complaint. We ask that you first try to resolve the concern by notifying the *Executive Director at 608-723-6659*. If there is no resolution through this contact you may file your concern through *SOC's Complaint Form*. SOC will process and investigate complaints received within 180 days after the alleged incident. SOC will process complaints that are complete.

Once the complaint is received, SOC will review it and the complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. All member complaints will be reported to the funding source.

SOC has 60 days to investigate the complaint. If more information is needed to resolve the case, SOC may contact the complainant.

The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 30 business day, SOC can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one or two (2) letters to the complainant: a closure letter or a letter of finding (LOF)

- A closure letter summarizes the allegations and states that there was not a finding of the alleged concern or incident and that the case will be closed.
- A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 60 days after the date of the letter of the LOF to do so.

Complaints that are filed along with either a closure letter or letter of finding will be submitted to the funding source.

Complaint Form

Southwest Opportunities Complaint Procedures and Form are made available in the following locations:

1. Agency website, www.socinc.org
2. Hard copy via mail. Please call if you would this mailed to you
3. Client handbook
4. Liberty Place Apartment

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work/Cell)	
Email Address:		
Section II:		
Are you filling this complaint on your own behalf?	Yes*	No
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining.	Name: Relationship:	
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No
Section III:		
Explain as clearly as possible your concern with the services you received. Include what happened and the names of those involved including any witnesses. If more space is needed, please use the back of this form.		
Section IV		
Have you previously filed a complaint with this agency?	Yes*	No

*If "yes" when and for what concern?

Section VI

Section VI

Contact Person:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature

Date