



Ombudsman
 Dispute Resolution for Children and Families
 County Manager's Office
 Complaints Report – June 2011

Categories of Complaints

- **Investigative:** Complaints that require signed parental consent to review case files, records and information in UNITY to review actions or inactions taken by Family Service workers in a specific case.

Examples of investigative complaints include workers did not follow departmental process or protocol; workers abused authority; workers will not return phone calls to provide critical or timely information to family regarding the safety or placement of child(ren).

- **Information and Referrals:** Callers request basic information related to their case. As well, in this category, the ombudsman may educate a caller on the processes and procedures of the department. The Ombudsman may also refer a caller to a partnering agency for additional help or services.

Examples of requests for information and referrals include how to contact DFS staff or management, or partnering agency contacts; how to obtain the status of a specific case; how to interpret court rulings, judgments or Nevada law.

- **Referrals to DFS:** Caller needs information or has a question that only department staff can provide or answer.

Examples of calls that are referred back to DFS include questions about old cases or a caseworker who is no longer with the department; a caller who wants to speak to a supervisor or a worker at Child Haven.

- **Unrelated to DFS:** Caller's issue or question can best be addressed by a partnering agency.

Examples of calls that are unrelated to DFS include families applying for financial assistance, Food Stamps or medical benefits; housing issues; police issues.

| Complaint Category | Resolved | Pending | TOTAL |
|---------------------------|-----------------|----------------|--------------|
| Investigative | 8 | 0 | 8 |
| Information/Referrals | 6 | 0 | 6 |
| Referrals to DFS | 2 | 0 | 2 |
| Unrelated to DFS | 0 | 0 | 0 |

September Total Complaints: 16