



Ombudsman  
 Dispute Resolution for Children and Families  
 County Manager's Office  
 Complaints Report – September, 2017

**Categories of Complaints**

- **Investigative:** Complaints that challenge policy and procedure where malfeasance is being suggested by complainant.
- 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 | 5        | 0       | 5     |
| Referrals to DFS      | 2        | 0       | 2     |
| Unrelated to DFS      |          |         |       |

**September Total Complaints: 15**