

## ADMINISTRATIVE POLICY

- 1 From time to time OPTIONS staff may receive complaints from people or businesses situated near OPTIONS program sites. The following procedure outlines the steps to be followed whenever a complaint is received:  
Options will have administrative staff available to receive community complaints Monday through Friday from 8 am till 4 pm.
  - 1.1 The staff person receiving the complaint will treat the complainant in a courteous manner and will not attempt to defend OPTIONS or the persons it serves, but will inform the complainant that his or her complaint will be passed along to OPTIONS management, who will contact the complainant to resolve the issue. **Confidentiality of OPTIONS** supported persons **will be maintained at all times.**
  - 1.2 The staff person receiving the complaint will obtain the following information from the complainant:
    - 1.2.1 The name, address and phone number of the complainant
    - 1.2.2 A brief description of the nature of the complaint
  - 1.3 The staff person will submit the complaint information to the program manager who will review the complaint and discuss it with the program supervisor, add any relevant comments, and forward it to the Chief Operating Officer.
- 2 If a complaint of an urgent nature is received after working hours or on weekends, the staff person taking the complaint will page the on-call staff member.
  - 2.1 The on-call staff member will contact the complainant to obtain the relevant facts of the complaint.
    - 2.1.1 If the complaint is reasonable and if immediate action can be taken to resolve the situation, the on-call staff member will direct CSS at the site to take such action.
    - 2.1.2 If the nature of the complaint is not clear-cut and/or cannot be resolved immediately, the on-call staff member will assure the complainant that his or her complaint will be passed along to OPTIONS management for action.
- 3 The Chief Operating Officer will either contact the complainant directly or ask the OPTIONS Public Relations/Special Events Manager to make the contact.

## ADMINISTRATIVE POLICY

- 3.1 The Chief Operating Officer or Public Relations/Special Events Manager will contact the complainant at the earliest possible opportunity to discuss the complaint. The Chief Operating Officer will direct any action necessary to resolve the complaint. Action may include:
  - 3.1.1 Direction of Program Manager, Supervisor, or CSS staff to counsel supported persons on neighbor relations
  - 3.1.2 Direction of Program Manager or Supervisor to address complaint at program staff meetings
  - 3.1.3 Requisition of any needed changes to building or property
  - 3.1.4 Scheduling of follow-up meetings with complainant
  - 3.1.5 Referral of complaint to Quality Assurance and/or Human Rights Committee review for further action if needed
- 4 Neighbor Satisfaction will be surveyed twice annually as a component of OPTIONS Quality Assurance system. Satisfaction areas covered in the survey include:
  - 4.1 Amount and type of interaction with OPTIONS staff
  - 4.2 Type of interaction with OPTIONS supported persons
  - 4.3 Appearance of OPTIONS sites
  - 4.4 Opinion on whether the site is a positive addition to the neighborhood
  - 4.5 Understanding of OPTIONS services
  - 4.6 Suggestions for improvement

POLICY DATE: August 2001  
REVISED: May 2004  
REVISED: August 2007