

Complaint Procedures

1. Complaints should be handled by the Agency Relations Department
2. If Agency Relations is not available follow procedure below.
3. Be courteous and respectful of person giving complaint.
4. Listen to the entire complaint before speaking.
5. Determine if complaint is a Civil Rights Complaint or a General Complaint.

Civil Rights = violation on persons race, color, national origin, sex, age, or disability

General Complaint = anything else that is not listed above

6. All complaints are to be handled immediately, follow flow chart below.

