



Procedures:

Family Experience Surveys, Formal Grievances & Agency Ombudsman

Ocean Partnership for Children conducts Family Experience Surveys with participating families to acquire feedback and look for possible areas for improvement. While participating with OPC you may be asked by our staff or interns at some point to complete surveys either in person or over the phone, or electronically. These surveys are voluntary; however, we encourage you to participate to provide useful feedback.

In the event a youth or family member has a complaint regarding service delivery it is recommended that the youth or family member attempt to address their concern directly with their assigned care manager. If resolution cannot be achieved through speaking with their Care Manager, the youth or family member is encouraged to contact the respective supervisor.

At any time during the complaint process, you may contact the agency's Ombudsman, to discuss the process for filing a formal grievance. Within five (5) working days from the receipt of the grievance, the Ombudsman will initiate an investigation and negotiate a resolution with you and agency staff.

For additional information please reference the CSOC Rights of Children and Families/Caregivers notice.