



## **COMPLAINT PROCEDURE**

Albemarle County Department of Social Services aims to provide high quality services to our customers.

### **What can I do if things go wrong?**

We want to provide good quality services but sometimes things can go wrong. If this happens we need to know so that we can learn from what you say. We genuinely believe that your views are important, and we need you to tell us when a service is failing or things are not right. We will listen to your concern and work toward a solution.

We would also like to hear from you if you have a comment or suggestion that would help us improve the service, or if you think something works well.

### **Is it OK to complain?**

Yes – complaining will not make things worse for you and may help us to serve you better.

### **How do I complain?**

The quickest way to get a problem sorted out is to speak to the worker whom you normally contact.

If they can't address your concerns, or if you are still not happy, you can contact the supervisor of the worker and make a formal complaint. She can help you make your complaint and make sure that your voice is heard.

### **How do I contact the supervisor?**

You can write or telephone her. If you call the department's phone number, 434-972-4010, you can ask to leave a message with the worker's supervisor. If you leave a message, she will call you back within two (2) business days. If you would like to send your complaint or comment in writing, our address is:

Albemarle County Department of Social Services  
PO Box 297  
Charlottesville, VA 22902

### **What happens after I make a complaint?**

The supervisor will call you back within two (2) business days of your call or receipt of your letter. She will gather information from you and then research your complaint. This may involve meeting with your worker and/or reviewing documents.

The supervisor will contact you within five (5) business days either to inform you of the outcome or to state that she is still researching the situation.

The supervisor will inform you of the outcome of her review, either by phone, letter or e-mail.

If you are satisfied, the process is complete. If you are still not satisfied with the explanation and wish to pursue the matter further, you may contact Director Kathy Ralston or Assistant Director John Freeman.