



**POLICY AND PROCEDURES
PARTICIPANTS/PUBLIC INQUIRES AND COMPLAINTS**

POLICY NO: PGM-125

APPROVED BY: 

POLICY DATE: 04/15/04

SUPERSEDES: 06/30/2003.

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PGM-125 POLICY

IRCO (Immigrant and Refugee Community Organization) program staff and management may be required to participate in processing complaints on behalf of a program participants and/or the public. If an inquiry/complaint develops in a participant relationship or by the public with any IRCO program staff or IRCO, a formal complaint may be filed in accordance with this policy. Employees are to accept all complaints in a courteous and confidential manner and direct them to the appropriate individual as stated in this policy. IRCO will try to promptly resolve all complaints appropriate for processing under this policy.

PGM-125.1 FORMS

None

PGM-125.2 PROCEDURE

Participant Inquires and Complaints

The participant, a third party, or one on their behalf may submit an oral or written inquiry requesting clarification or additional information about program policy, services, or other information directly to an IRCO employee.

IRCO employees will handle inquiries and complaints in a courteous and effective manner. When a complaint is made about or on behalf of a participant by an interested third party, confidential information shall be safeguarded. Letters inquiry received may be forwarded to the Department Manager, the Human Resource Manager, Executive Director and/or the IRCO Board of Directors as needed. The participant may file a complaint within 30 calendar days from the



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date the program or employee's action resulting in the participant's complaint.

and must be made in good faith. The complaint must be in writing and include the following:

Participants full legal name, current address, social security number, and phone number.

The name, title and address of person that the complaint is against.

A clear statement of the complaint, what happened, and date that the problem occurred.

What satisfaction or resolution you are seeking

The complaint must be signed and dated to be received and reviewed by IRCO.

If a participant is not satisfied with the employee's response to their inquiry, the participant may request a review with the Department Manager, Human Resources Manager, and/or Executive Director through the following process.

The Department Manager will meet with the participant and may give the participant an immediate reply or postpone the answer to investigate the situation and/or obtain more information. A response will be given to the participant within ten (10) working days.

If the Department Manager's response to the participant does not resolve the situation, the participant may request to meet with the Human Resources Manager.

If a meeting with the Human Resource Manager does not resolve the situation for the participant, he/she may request a meeting with the Executive Director. The Human Resources Manager will schedule this meeting within seven (7) working days after the participant's request to meet with the Executive Director.



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It is the responsibility of the Executive Director to impartially conduct this meeting and make fair judgment of the situation. A decision will be made within seven (7) working days of such meeting. This judgment will be final unless the situation concerns direct policy implementation in which case the participant may request a meeting with the IRCO Board of Directors. A meeting held with the board of directors will be the final step towards a resolution and decision.

Public Comments/Complaints

IRCO accepts public comment in either written or verbal form. Name and contact information is helpful and will be required if the comment needs the attention of the Human Resources Manager, Executive Director or the IRCO Board of Directors. IRCO would like to be able to contact and acknowledge each comment. A comment or complaint can be given to any staff member at any IRCO location.

The comment is then distributed to the appropriate department manager, which may include the Executive Director and/or the Board of Directors. The highest-level action for any comment will be that of the board of directors. If action is required, IRCO will respond appropriately.

Other

Final decisions on complaints will not be precedent-setting or binding on future complaints unless they are officially stated as IRCO policy. When appropriate, the decisions will be retroactive to the date of the public's original inquiry/complaint.

The Executive Director reserves the right to administer this policy on a case-by-case basis and to vary the time at any given time and situation. The Executive Director also reserves the right to make changes, additions and/or deletions to this policy at its sole discretion.



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This policy is subject to change as specified in individual program contracts as required by funding sources.

All inquiries/complaints will be filed in the Human Resource Office.