



Ombudsman  
 Dispute Resolution for Children and Families  
 County Manager's Office  
 Complaints Report – July, 2012

**Categories of Complaints**

- **Investigative:** Complaints that require signed parental consent to review case files, records and information in UNITY to review actions or inactions taken by Family Service workers in a specific case.

Examples of investigative complaints include workers did not follow departmental process or protocol; workers abused authority; workers will not return phone calls to provide critical or timely information to family regarding the safety or placement of child(ren).

- **Information and Referrals:** Callers request basic information related to their case. As well, in this category, the ombudsman may educate a caller on the processes and procedures of the department. The Ombudsman may also refer a caller to a partnering agency for additional help or services.

Examples of requests for information and referrals include how to contact DFS staff or management, or partnering agency contacts; how to obtain the status of a specific case; how to interpret court rulings, judgments or Nevada law.

- **Referrals to DFS:** Caller needs information or has a question that only department staff can provide or answer.

Examples of calls that are referred back to DFS include questions about old cases or a caseworker who is no longer with the department; a caller who wants to speak to a supervisor or a worker at Child Haven.

- **Unrelated to DFS:** Caller's issue or question can best be addressed by a partnering agency.

Examples of calls that are unrelated to DFS include families applying for financial assistance, Food Stamps or medical benefits; housing issues; police issues.

| <b>Complaint Category</b> | <b>Resolved</b> | <b>Pending</b> | <b>TOTAL</b> |
|---------------------------|-----------------|----------------|--------------|
| Investigative             | 10              | 0              | 10           |
| Information/Referrals     | 5               | 0              | 5            |
| Referrals to DFS          | 0               | 0              | 0            |
| Unrelated to DFS          | 0               | 0              | 0            |

**September Total Complaints: 15**