



TO: Our Customers
FROM: The Village Family Service Center Quality Improvement Team
RE: Complaint Procedures

As we continually strive to provide high-quality services, we rely on our customers to let us know of concerns about the services we offer or our organization. Our customers have the right to make a complaint at any time. The complaint will be handled according to the following guidelines.

- 1) Clients may submit a complaint in the following ways:
 - a) call the Village office where services were received (check local directory for number);
 - b) speak with your service provider or other Village representative;
 - c) provide comments on a customer satisfaction survey.
- 2) When a complaint is received, the information is recorded on a Village Incident Form.
- 3) The form is passed on to the supervisor of the program or department involved.
- 4) The supervisor reviews the complaint and determines any follow-up, action, or resolution within two weeks of the original complaint. Copies are forwarded to staff as necessary to ensure appropriate follow-up, training, etc. The complaint is passed on to the Quality Assurance Department.
- 5) The complainant is informed of the resolution or outcome either in person, by telephone, or by letter if they are not anonymous and have agreed to be contacted. Clients may appeal the outcome through any of the individuals/entities listed at the end of this document.
- 6) All complaints are reviewed on a regular basis by Quality Assurance teams made up of staff and Board members. Based on trends or patterns of complaints, ideas are discussed and action plans may be created to change and/or improve service to our customers.
- 7) All complaints are maintained in the agency's Quality Assurance department.

If concerns are not resolved to your satisfaction, you may:

- a) submit your concerns via our grievance form on The Village website;
- b) write to: The Village Family Service Center, ATTN: President, PO Box 9859, Fargo, ND 58106-9859;
- c) for concerns regarding services in MN, contact:
 1. MN Office of Ombudsman for Mental Health and Developmental Disabilities: (651) 757-1800;
 2. MN Department of Health, Office of Health Facilities Complaints: (651) 201-4200;
 3. appropriate health-related licensing board;
- d) contact the ND or MN Departments of Human Services ND: (800)-472-2622 / MN: (651) 431-2000.

Thank you for your suggestions for improvement!

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