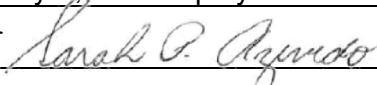


Revision Date: 6/2/2026	Responsible Administrator: Jerrica Boyer, DFS Deputy Director
Authorized Signature: Sarah Azevedo, DFS Director 	

Policy 104 Constituent Concerns

A. POLICY

The Division will adhere to [Department Policy 215 Constituent Concerns](#) and is committed to providing effective customer service that builds trust with the community. The Division will make every effort to resolve concerns, complaints, and inquiries promptly, thoroughly, and at the lowest appropriate level of the organization. The Division's Deputy Directors are designated as the Division Concern Liaisons responsible for processing constituent concerns, complaints, and inquiries.

B. PROCEDURES

1. All constituent concerns will be forwarded to the Division's Deputy Directors.
2. The Deputy Directors will ensure sensitivity to and appropriate accommodation of individuals with Limited English Proficiency (LEP) when receiving, investigating, and resolving constituent concerns involving LEP persons.
3. Pertinent information will be collected and documented, including:
 - a. The nature and description of the concern, complaint, or inquiry
 - b. The name of the constituent concern source
 - c. The name(s) of child(ren) and/or family involved
 - d. Confirmation that the concern or complaint falls within the Division's responsibility
 - e. The name(s) of employee(s) involved
 - f. Contact information (telephone number(s), email address, mailing address)
4. Constituent concern sources will be advised that their concern, complaint, or inquiry will be reviewed and that a response will be provided within ten (10) calendar days.
5. If the reported concern, complaint, or inquiry meets the criteria of an Executive Constituent Concern, it will be referred to the Office of the Secretary within four (4) calendar days.
6. A review of FOCUS will be conducted, and additional information solicited as necessary to investigate the concern and determine compliance with policy and procedure. All reviews will maintain a continuous focus on safety.

7. Findings and recommendations based upon the information obtained during the investigation will be reported in accordance with Division protocol and/or policy. A written response will be provided to the constituent concern source or complainant within ten (10) calendar days. Responses will be written in accordance with [Department Policy 205 Confidentiality of Client Records](#). When appropriate, responses should also include:
- A statement thanking the source of the constituent concern or complainant for bringing the matter to the Division's attention
 - General, non-specific information outlining relevant policy, procedures, or practices related to the reported concern, complaint, or inquiry
 - Assurance that the review included examination of all applicable policies, procedures, and practices
 - Information on the appeals policy and process, when warranted
 - A statement reinforcing that safety is the Division's top priority.

c. FOCUS

No FOCUS Functionality

d. FORMS

None