

Assessment Services

Client Grievance/Complaint Procedure

1. The client will discuss their complaint with the staff conducting business of behalf of Assessment Services. Most problems can be resolved at this level and allow the practice of interpersonal relating skills. The staff will also communicate the complaint with the administrative staff of Assessment Services and the client's supervisor/PO.
2. If the client is not happy with the efforts of Assessment Services to resolve the problem – the client may request a conference to resolve the issue. This meeting will take place within three days of the request.
 - a. If no resolution is met during this meeting an official complaint will be written up and signed by all parties to ensure total and accurate communication of the complaint.
 - b. Two copies will be kept
 - i. File
 - ii. Incident report log
 - c. The third copy will be given to the client for their records
 - d. The fourth copy will be sent to their supervisor/PO
 - e. The fifth copy may be sent to another provider of choice for an objective opinion from another professional
3. It is Assessment Services' hope that a resolution can be reached through objectively analyzing the problem and the providing of a solution that is fair, firm and consistent.
4. If there is no resolution to the conflict the client may contact two parties to seek resolution:
 - a. Provider Monitor of Johnson County Court Services
 - i. Betsey Anderson (913) 715-7459
 - b. SRS of Kansas (785) 296-3959
5. If at any time the complaint moves into the legal realm the use of a legal mediator will be used before further court action takes place by either parties in an effort to produce a speedy and simplified solution.