



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

As we continually strive to provide high-quality services to customers, we rely on our customers to let us know if something concerns them 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. When a complaint is received by a staff person or other Village representative, the information is recorded on a Village Customer Complaint Form.
2. The form is passed on to the supervisor of the program or department involved.
3. 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.
4. The complainant is informed of the resolution or outcome either in person, by telephone, or by letter if he/she is not anonymous and has agreed to be contacted. Client may appeal the outcome through any of the individuals/entities listed at the end of this document.
5. 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.
6. All complaints are maintained in the agency's Quality Assurance department.

If you think we need to improve in any area and wish to let us know, you may write to:

The Village Family Service Center
ATTN: President
PO Box 9859
Fargo, ND 58106-9859,

or call the Village office where services were received (check local directory for number),
or speak with your service provider or other Village representative,
or provide comments on a customer satisfaction survey,
or 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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