

TFI Family Services Complaint Policy and Procedure

Steps for Concern Resolution

When a person has a concern, they are to contact the assigned Worker first. If the concern is not resolved, the next level of resolution should be the assigned Worker’s Supervisor. If a Supervisor addresses a concern with the caller, the Supervisor should send the Ombudsman an email with the caller’s name, what the concern is regarding, if the concern was resolved and if it was not resolved, what steps will be completed to resolve the concern. If attempts to resolve the concern at the Worker and Supervisor level are not successful, the concern can be made to the Concern Line. TFI Family Services, Inc. has a toll free number to call regarding all concerns or complaints about programs. The phone will be answered during business hours and an answering machine to record names and phone numbers after hours. All messages left on the answering machine will be answered the next working day.

The Ombudsman or designee answering the phone does not handle the concern and/or resolve the problem. His/her responsibility is to listen to the caller and get all the specific information about the concern. The Ombudsman will ask the caller if they have first tried to resolve the issue with the Worker and/or Supervisor. If they have not, the Ombudsman will refer the caller to the Worker and/or Supervisor. Information the person must obtain includes the caller name, address and phone number, the person/program, which they have a concern about, and what the caller has done to resolve the concern before calling. The Ombudsman or designee handling the phone call will let the concerned person know that someone will get back to them to discuss his/her concern within 3-5 working days.

First Point of Contact: Your Worker

Second Point of Contact: Anne Reicheneker at AReicheneker@tfifamily.org

Third Point of Contact: Pam Richardson at [PRichardson@tfifamily.org](mailto:PRichardson@tfifamily.org)

Additionally If you prefer to speak to our Ombudsman directly, please contact TFI’s Concern Line at concernline@tfifamily.org or call **Nadine Terry-Washington** at 877-942-2239. You may also use the Contact Us Form.

I have reviewed and understand the concern and complaint policy for TFI Family Services, Inc.

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Adoptive Parent

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Adoptive Parent

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Worker