

## Dispute Resolution Process

A grievance or a dispute resolution is a method to resolve conflicts between parties. The Williams County Family and Children First Council agree that the conflict between any of the service partners and /or families must not impede the delivery of services. Therefore, the Williams County Family and Children First Council are committed to resolving all conflicts at the lowest possible level and in the most expedient manner. The grievance/dispute resolution in this scenario will refer only to those cases that have been referred to the Williams County Family and Children First Service Coordination Process. The recommendation is that the entire process will be completed within 90 days or less. The Service Coordinator will ensure that the procedure is followed and responded to in an expeditious manner.

The process of handling grievances or disputes is dependent on the premise is that individuals will be advised to seek resolution through the individual agencies prior to the initiating a formal dispute resolution process. If a child is in imminent danger of abuse or neglect, the emergency will be reported to Williams County Job and Family Services and/or a local law enforcement agency. Service Coordination grievances or disputes will be addressed in the following manner:

- I. If a family wishes to grieve the formation of the service plan, the family shall notify the Service Coordinator to discuss the complaint. The Coordinator will determine whether the complaint is actually agency specific or if it is regarding the identified plan. The Coordinator facilitates problem solving. If the complaint is agency specific then the Coordinator will direct the parent/guardian to the appropriate agency representatives and/or Revised September 2007 contacts. The Coordinator will contact agency management to make them aware that a family has made a complaint and how and to whom they were directed.
- II. The Coordinator will receive notification from the system involved on the outcome of the parent/guardian complaint.
- III. If the complaint is regarding the identified plan, then all agencies involved with the case will be called to a meeting to discuss the concerns of the family and modify the plan as needed with direction from the Family.
- IV. A written report will be forwarded to the parent/guardian and a copy provided to all agencies involved.
- V. If parent/guardian is satisfied process ends. If the parent/guardian still has a complaint about the plan the parent/guardian can take it to the next step.

The Coordinator will assist the family in completing a formal grievance to the Family and Children First Clinical Committee/Family Team. The Coordinator will forward the letter of complaint and schedule a meeting to review the case and make the necessary modifications. Agency heads are notified and they will designate the appropriate representative to the meeting.

A written report will be forwarded to the parent/guardian and a copy provided to all agencies involved. If the parent/guardian is satisfied the process ends. If the parent/guardian is still unhappy with the decision then they may file an appeal to the Williams County Juvenile Court. The Coordinator will assist the family in filing an appeal to the Williams County Juvenile Court within seven days in accordance with Ohio Revised Code #121.38. The Coordinator will forward the complaint to the Williams County Juvenile Judge and work with the court staff to schedule a meeting to review the case. Williams County Juvenile Court provides a decision on the case. The court provides Williams County Service Coordination Plan 9 documentation to the family/guardian and the Council Coordinator.

If the dispute involves a Help Me Grow Service, reference will be made to the Help Me Grow policies with are in alignment with this Service Coordination Plan. Parent/Guardian may choose to file grievance with the Ohio Bureau of Early Intervention at 614-644-8389

I \_\_\_\_\_ have received a copy of the Dispute Resolution Process for Williams County Service  
(Parent/ guardian name)

Coordination/Wraparound on \_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Parent/Guardian signature) (Date)

Witness \_\_\_\_\_

(Name)

(Date)