

**CPS-04-04  
Procedure**

It is the desire of CCDJFS to resolve all grievances as soon as possible. Therefore, they should be submitted within 30 days from notification

The complainant must submit the complaint review or report disposition appeal to the supervisor conducting the review or appeal. The complainant will be notified of who the neutral supervisor will be conducting the review or appeal at the time the policy and procedure are mailed to the complainant. The complainant must mail the review or appeal paperwork back to the neutral supervisor within 5 business days.

In the case of a report disposition appeal, the neutral supervisor will be the agency Director. The neutral supervisor, in a complaint review, will be assigned by the Children Services Administrator. The neutral supervisor assigned to the review, will not have an active role in the case, at the time that the complaint review is asked for.

The neutral supervisor conducting the review or appeal shall review the review or appeal procedure form and may communicate with the complainant, including inviting the complainant in for an interview.

The neutral supervisor shall respond in writing to the complainant within 15 business days. All decisions of the neutral supervisor shall be final and are not subject to state hearing reviews under section 5101:35 or the ORC.

When a appeal of the agency's disposition of a child abuse or neglect report results in a change, the agency will update the statewide automated child welfare information system according to procedures contained in rule 5101:2-33-05 of the OAC and notify the principals of the report in writing as to the revised report disposition if a report disposition appeal hearing results in the revision of the disposition.