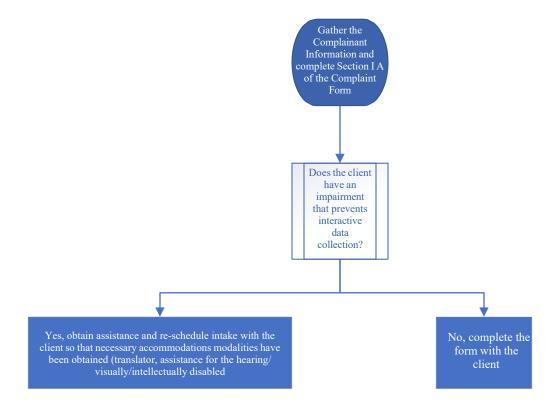




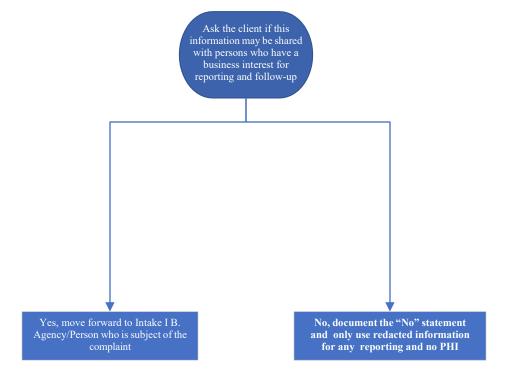
# I. Complaint Investigation: Step One







# I. Complaint Investigation: Step Two







I. Complaint Investigation: Steps Three & Four

Complete Section I B

Complete Section I C





I. Complaint Investigation: Step Five A

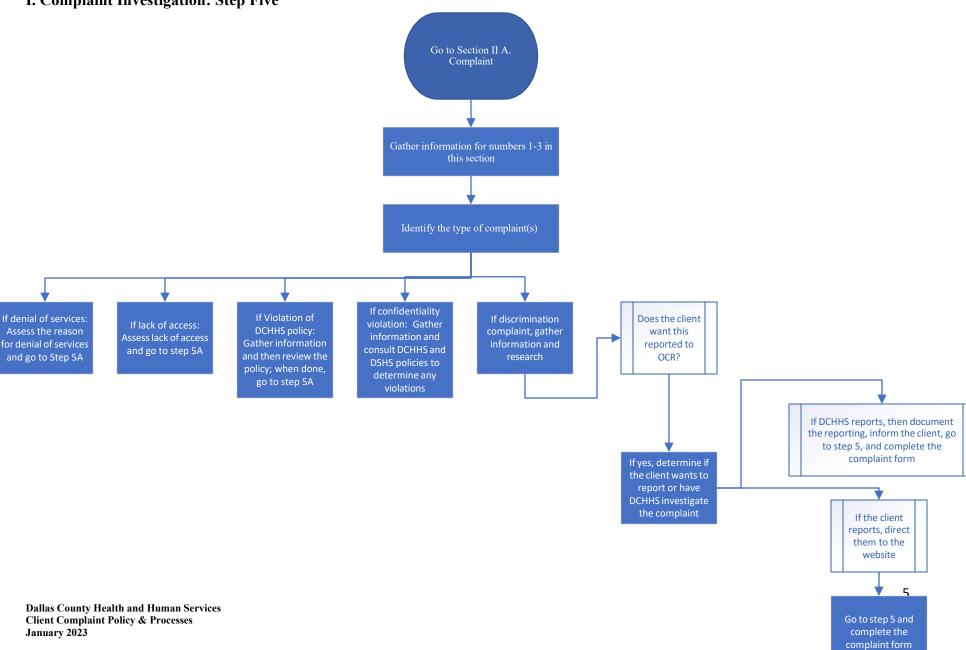
Other: Gather information, conduct necessary research, go to #5, Section II C, and complete.



# CENTRAL SOLVERON

#### 8.0 Flowcharts

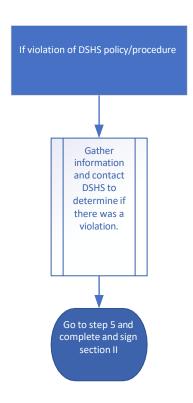
I. Complaint Investigation: Step Five

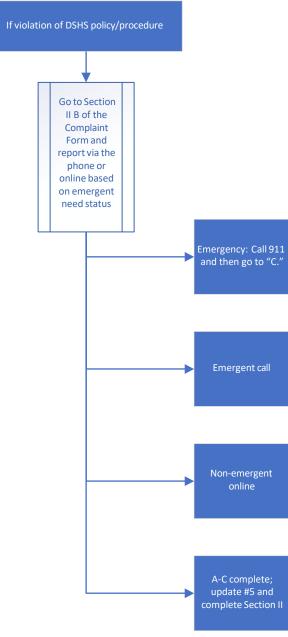






# 8.0 Flowcharts I. Complaint Investigation: Step 5 (IF)









# II. Complaint Resolution: Steps One and Two

1. Complaint investigation completed and documented

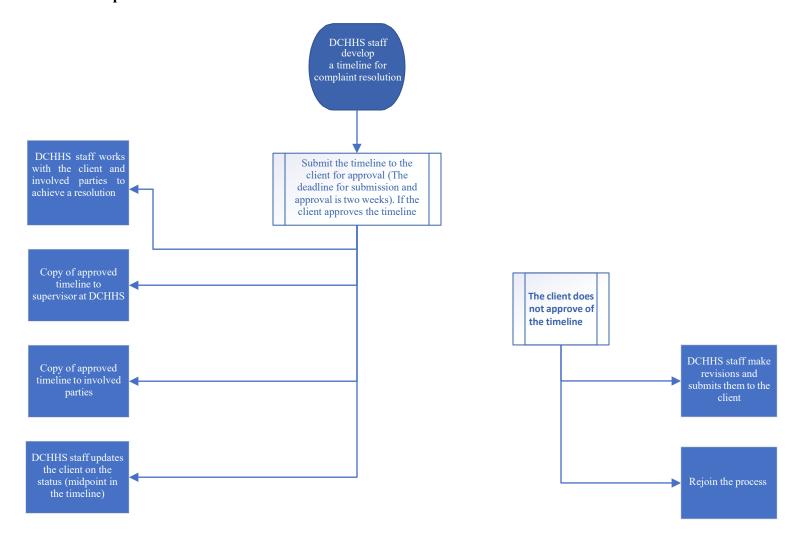
2. The client verbalizes the desired outcome and is recorded by DCHHS staff



# CENTRAL SOLVERS

#### 8.0 Flowcharts

# **II. Complaint Resolution: Step Three**

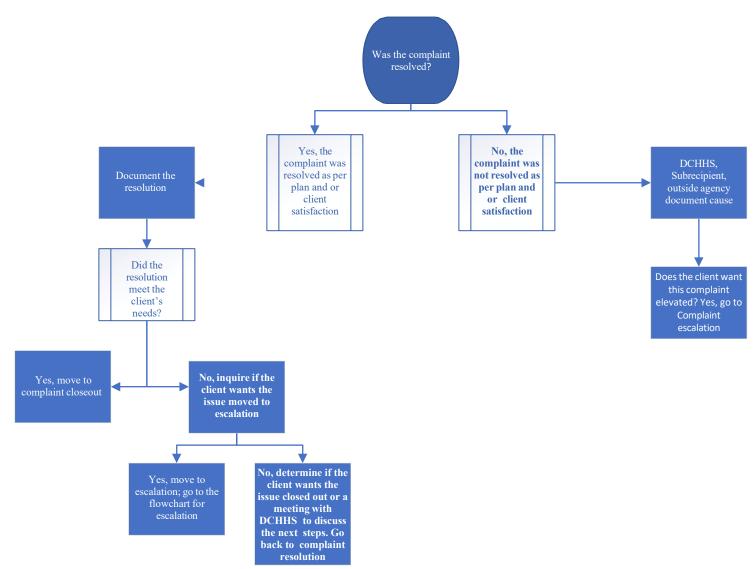




# CE DIAGO

#### 8.0 Flowcharts

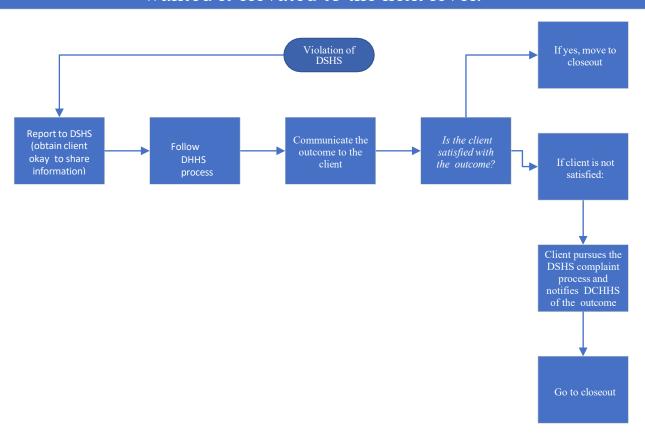
# II. Complaint Resolution: Step Four







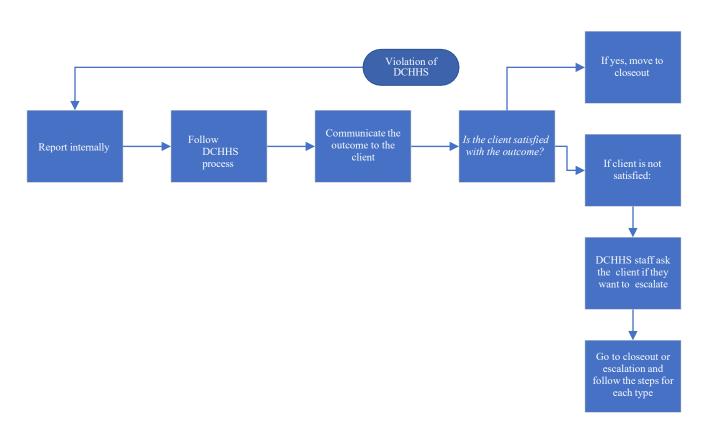
# III. Complaint Escalation: Step One







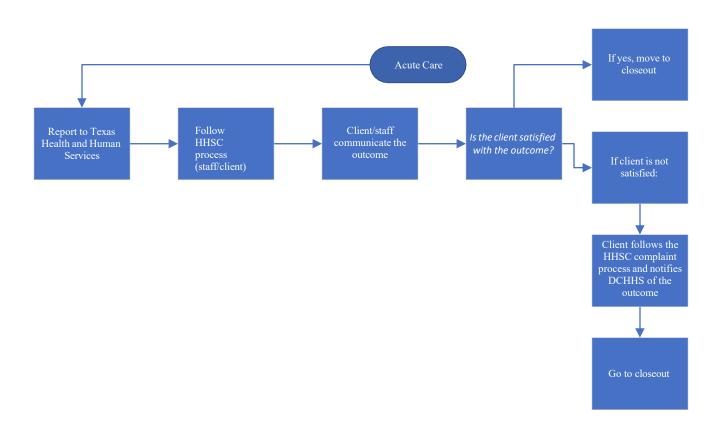
# III. Complaint Escalation: Step Two







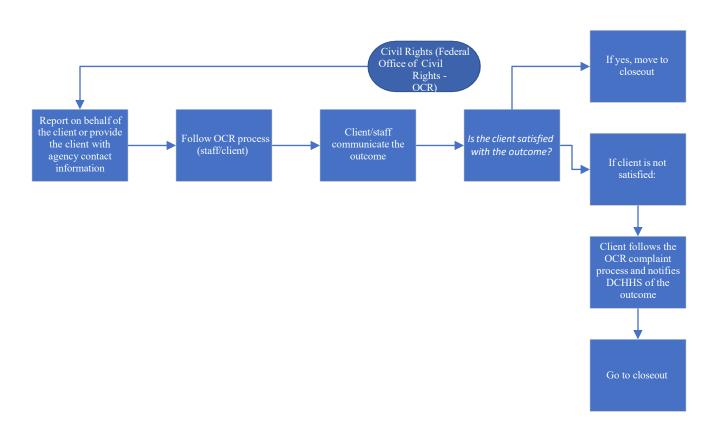
### III. Complaint Escalation: Step Three







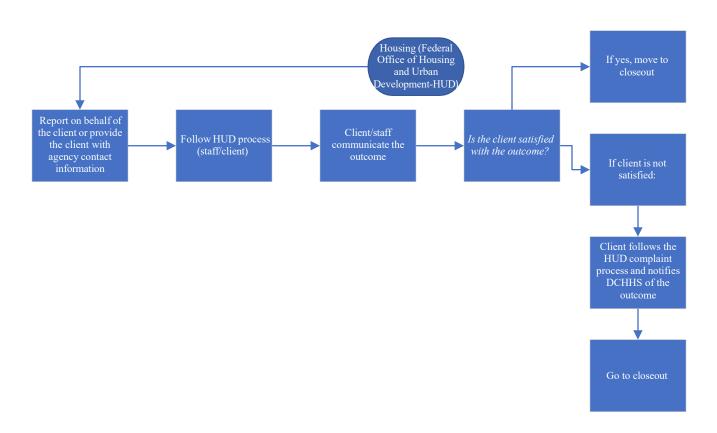
### **III. Complaint Escalation: Step Four**







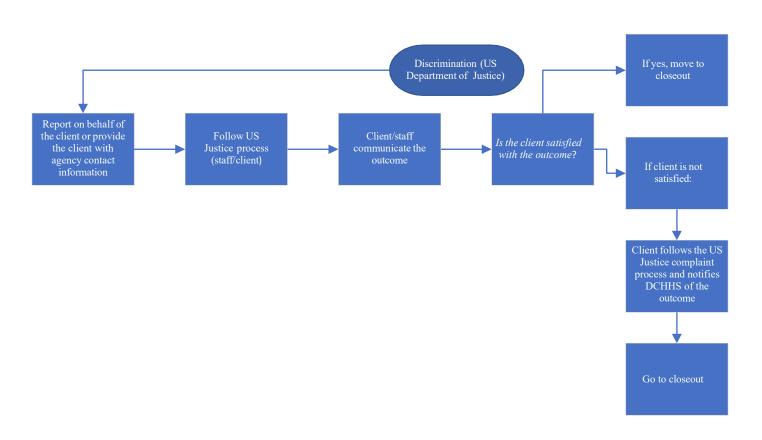
### III. Complaint Escalation: Step Five







### III. Complaint Escalation: Step Six

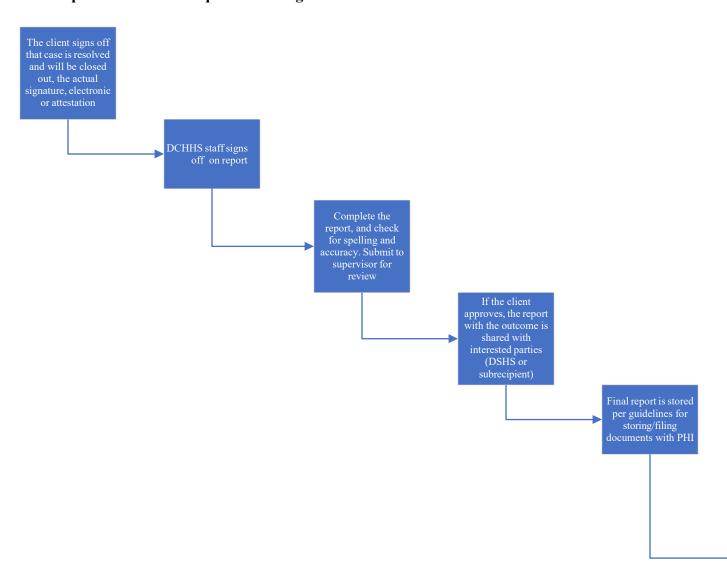




# SEAL AS DIAPED

#### 8.0 Flowcharts

# IV. Complaint Closeout: Steps One through Six



Dallas County Health and Human Services Client Complaint Policy & Processes January 2023 complaint closeout
letter (to the
address client
determines to be
appropriate, for
example, not to
violate
confidentiality send
the letter to the
case manager; see
the standard letter
in organization files.
The letter is filed
with the final report

Send client



# 8.0 Flowcharts IV. Complaint Closeout Step Seven (Optional)



