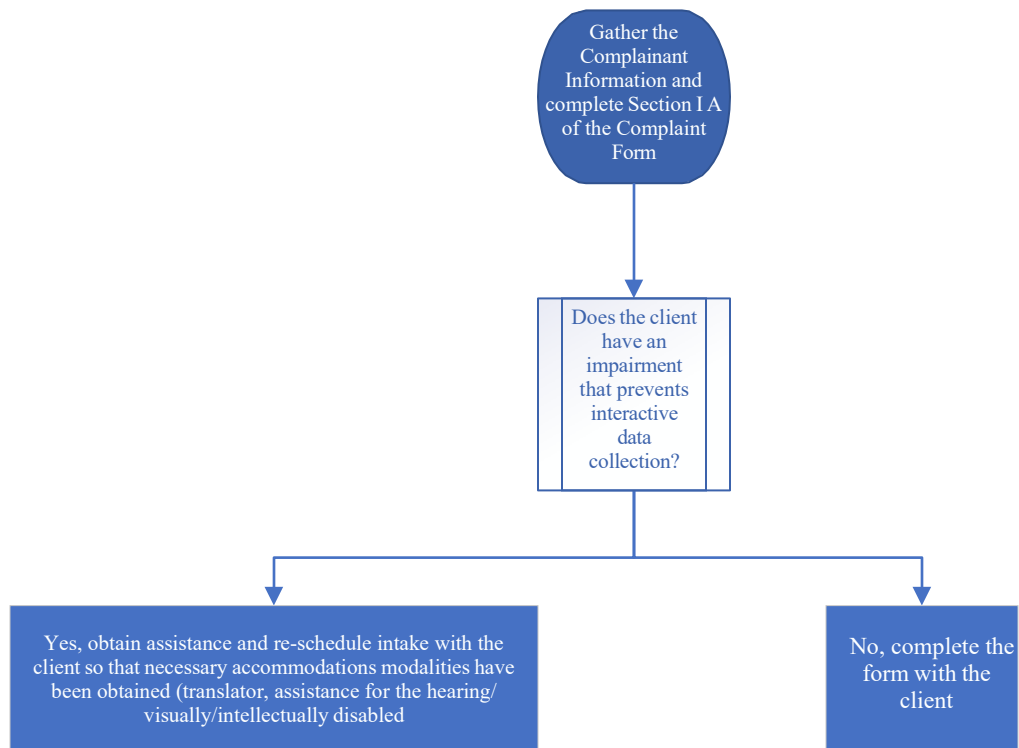




8.0 Flowcharts

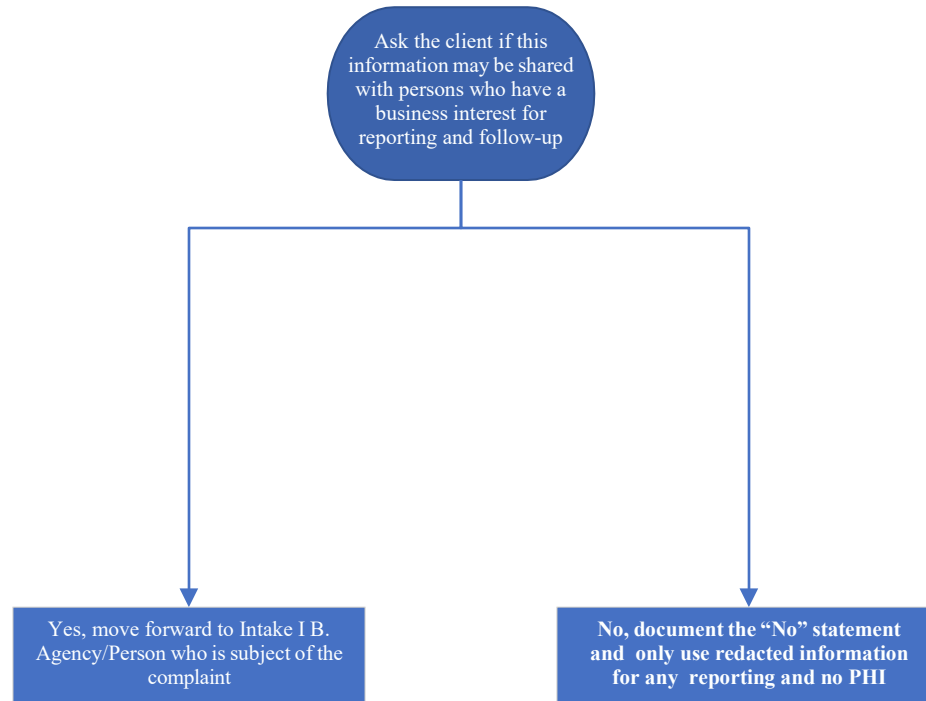
I. Complaint Investigation: Step One





8.0 Flowcharts

I. Complaint Investigation: Step Two





8.0 Flowcharts

I. Complaint Investigation: Steps Three & Four

Complete Section I B

Complete Section I C



8.0 Flowcharts

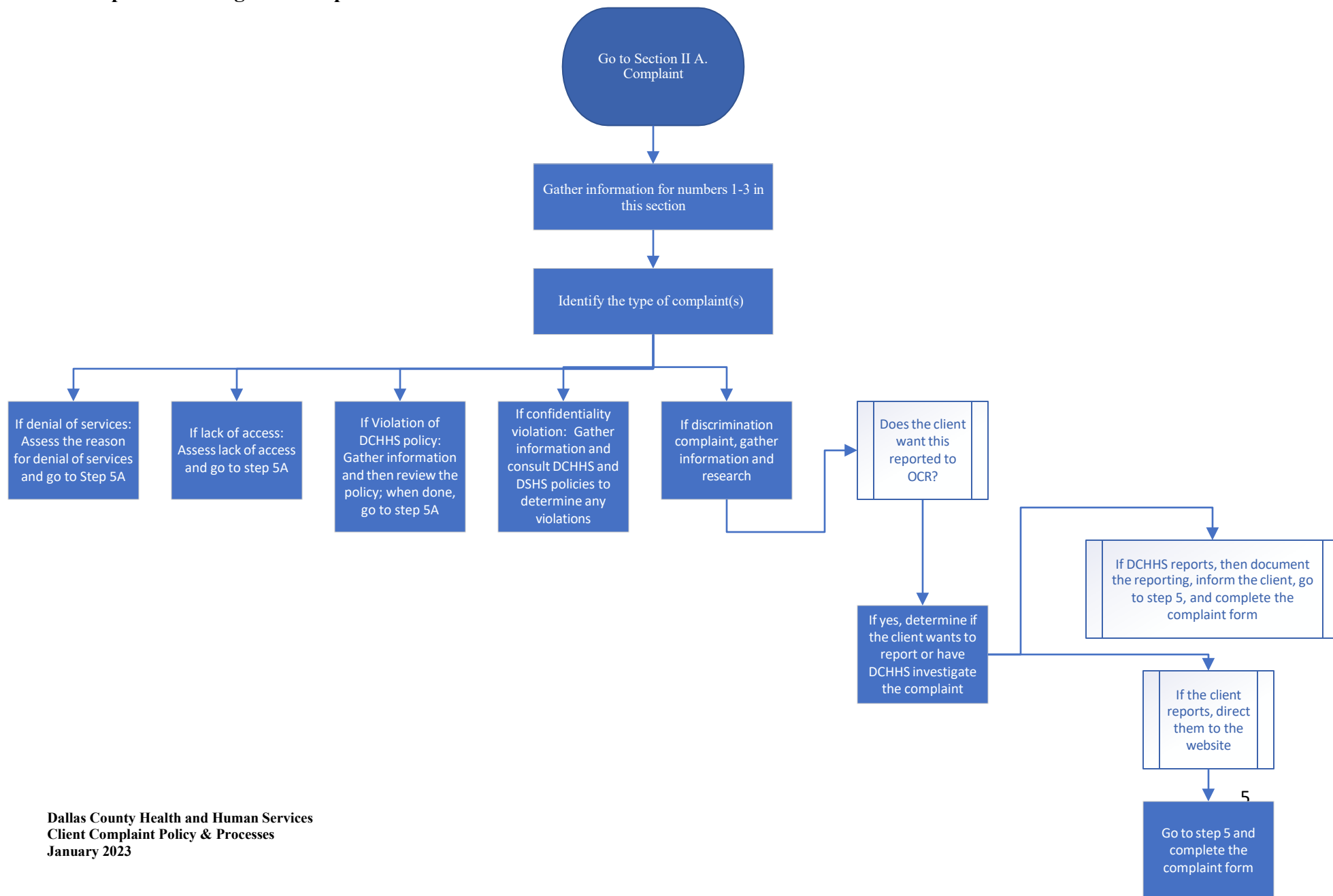
I. Complaint Investigation: Step Five A

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



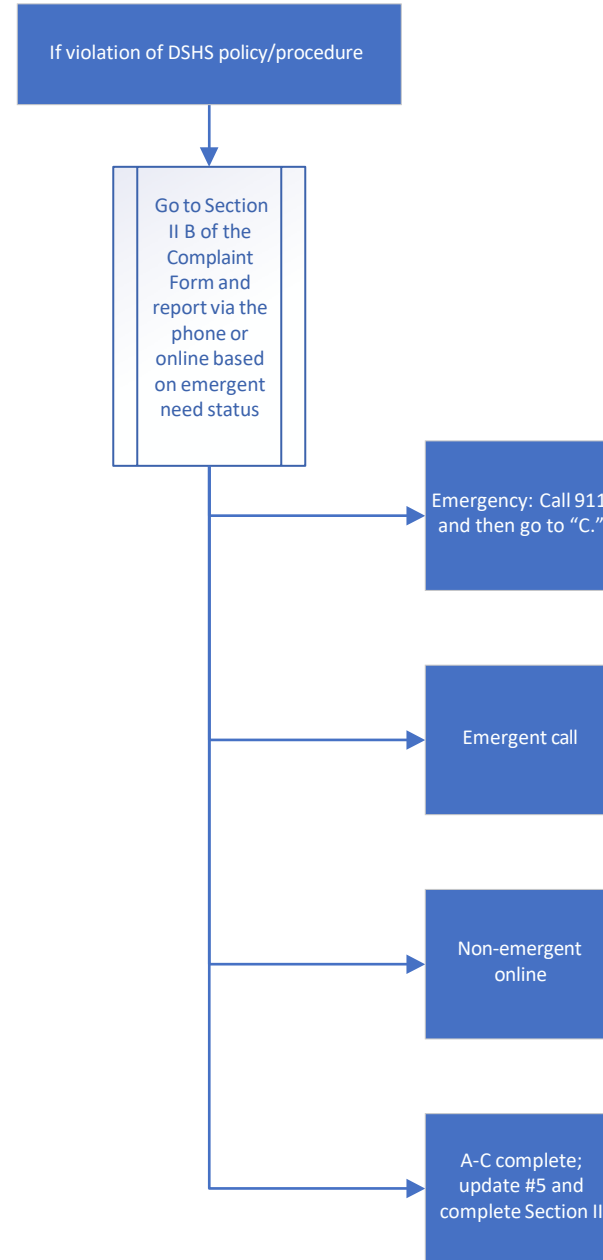
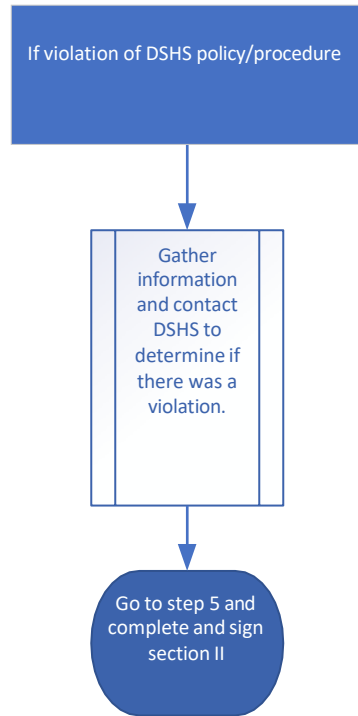
8.0 Flowcharts

I. Complaint Investigation: Step Five





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





II. Complaint Resolution: Steps One and Two

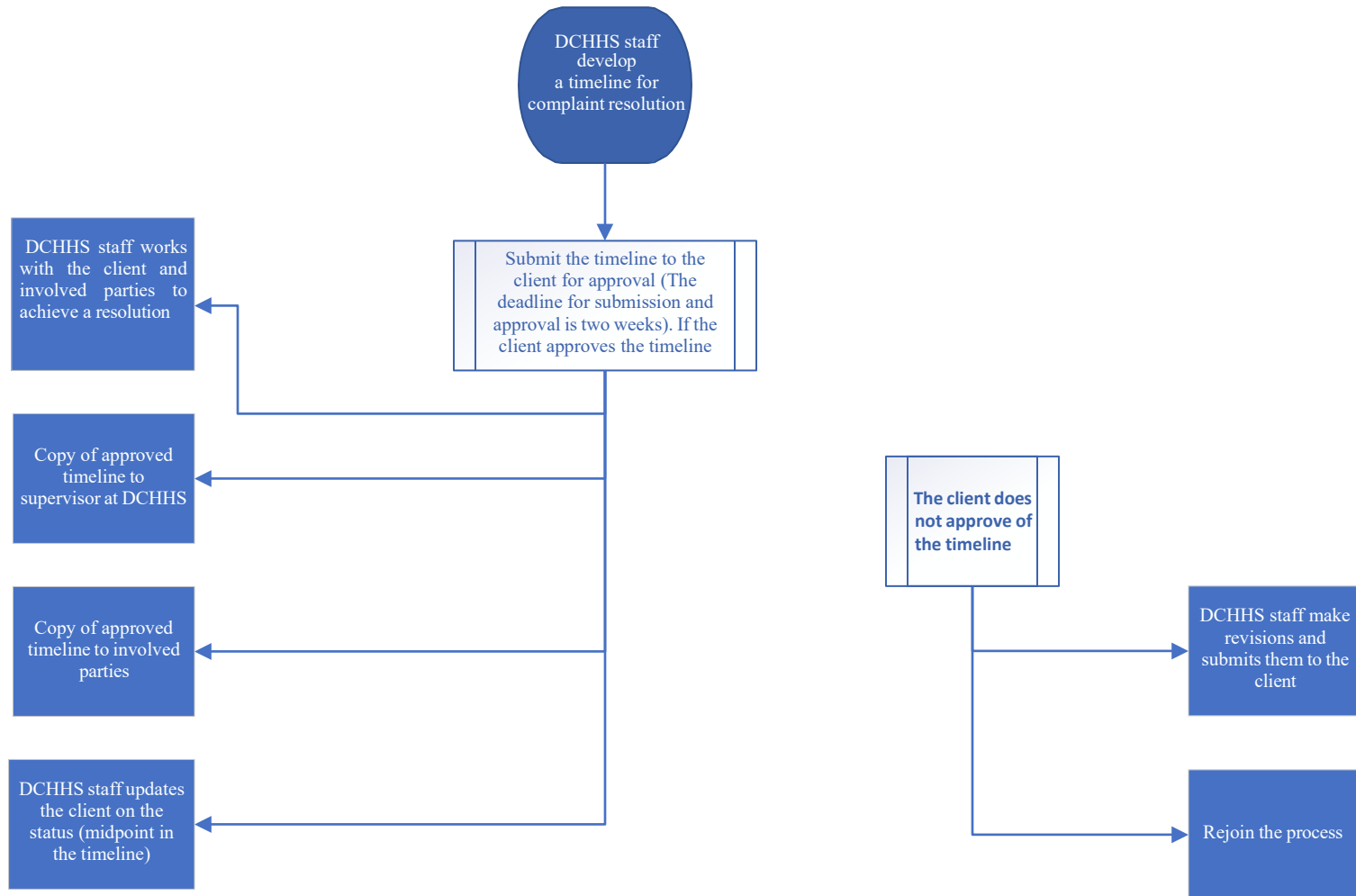
1. Complaint investigation completed and documented

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



8.0 Flowcharts

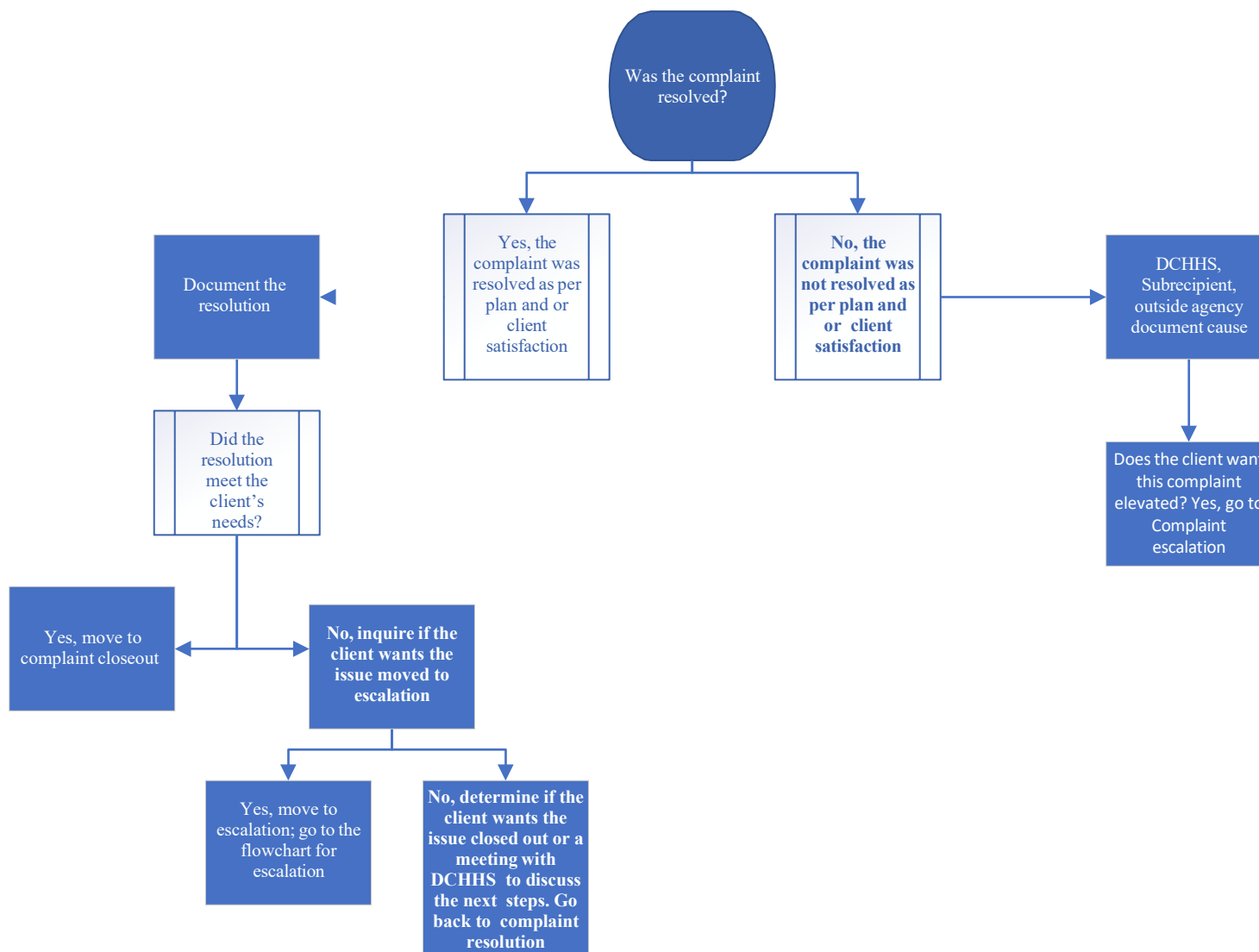
II. Complaint Resolution: Step Three





8.0 Flowcharts

II. Complaint Resolution: Step Four

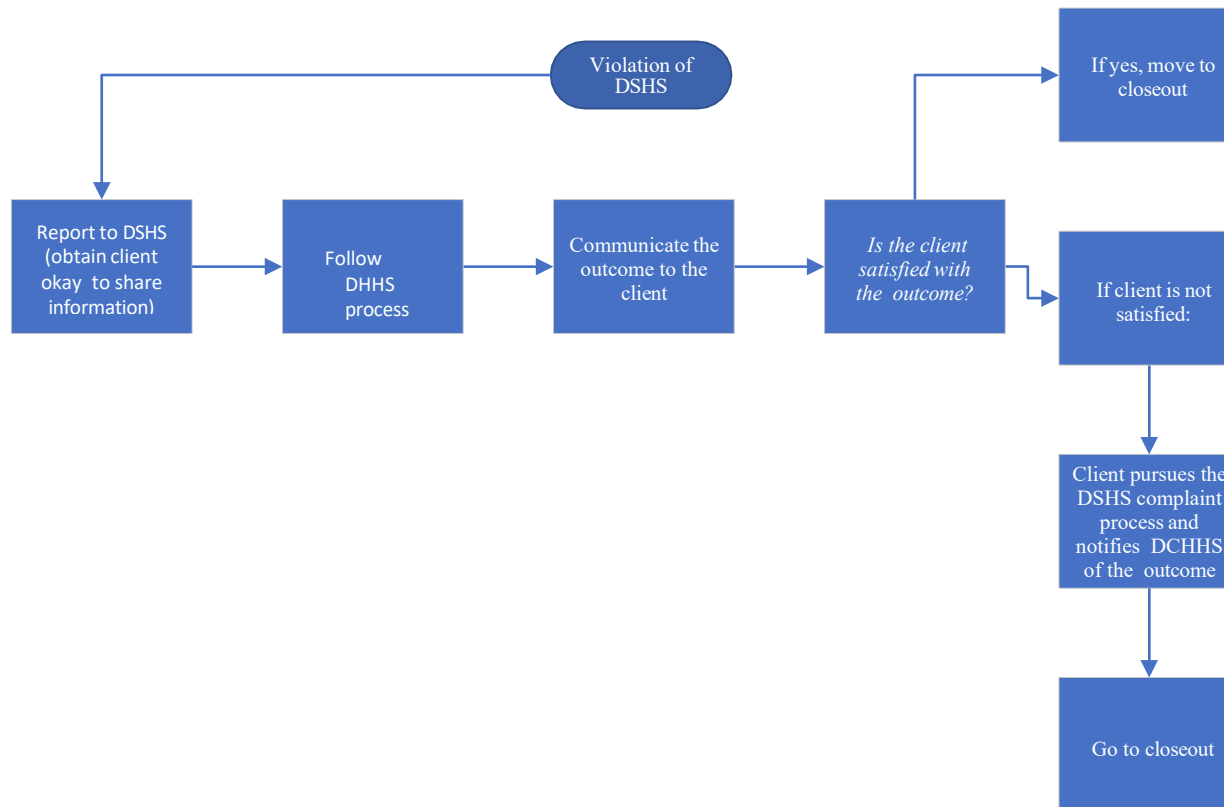




8.0 Flowcharts

III. Complaint Escalation: Step One

The client verbalized dissatisfaction with the outcome of the complaint resolution and wanted it elevated to the next level.

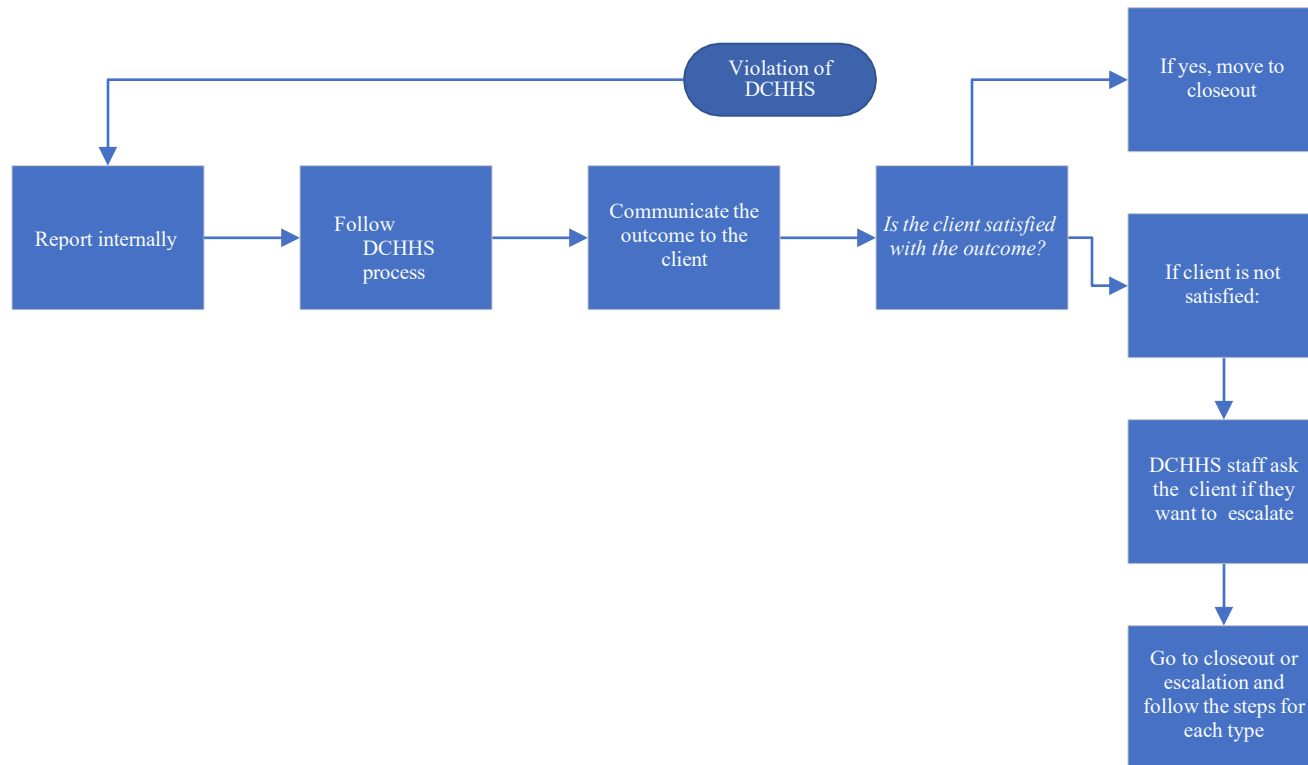




8.0 Flowcharts

III. Complaint Escalation: Step Two

The client verbalized dissatisfaction with the outcome of the complaint resolution and wanted it elevated to the next level.

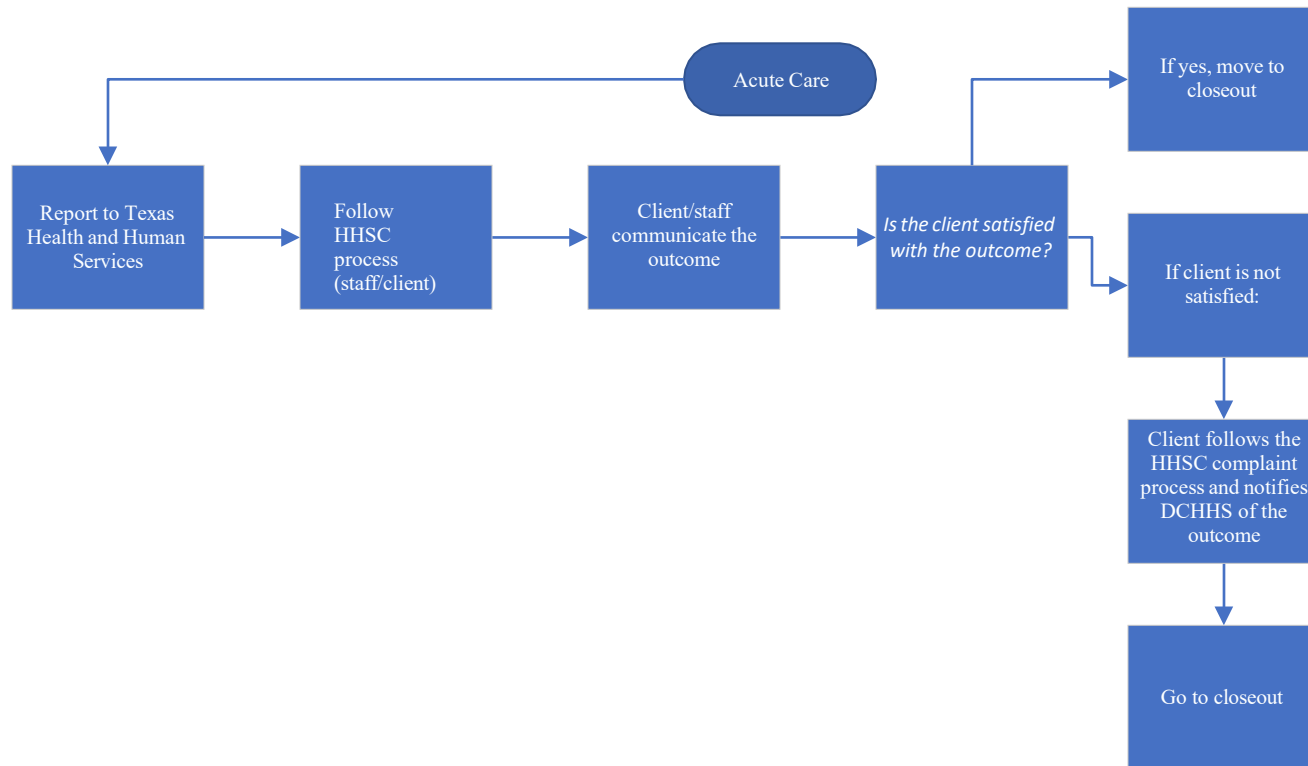




8.0 Flowcharts

III. Complaint Escalation: Step Three

The client verbalized dissatisfaction with the outcome of the complaint resolution and wanted it elevated to the next level.

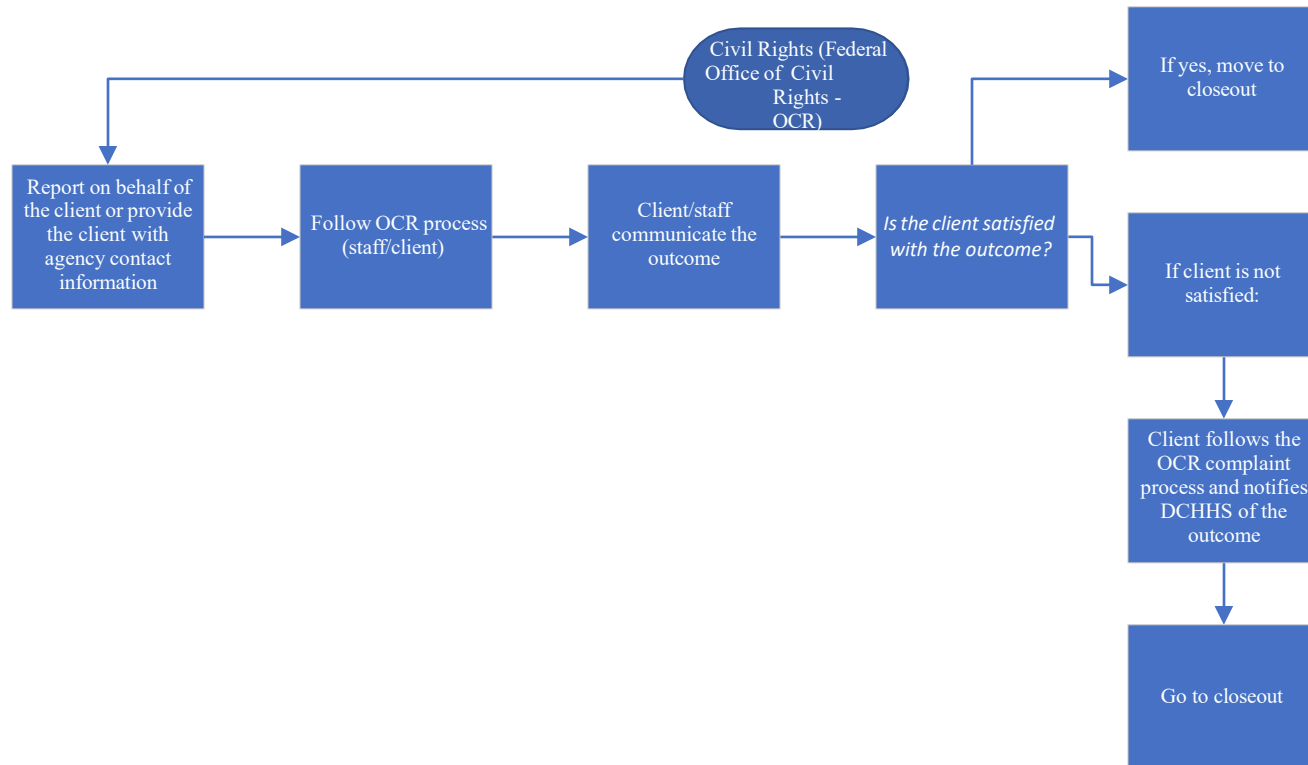




8.0 Flowcharts

III. Complaint Escalation: Step Four

The client verbalized dissatisfaction with the outcome of the complaint resolution and wanted it elevated to the next level.

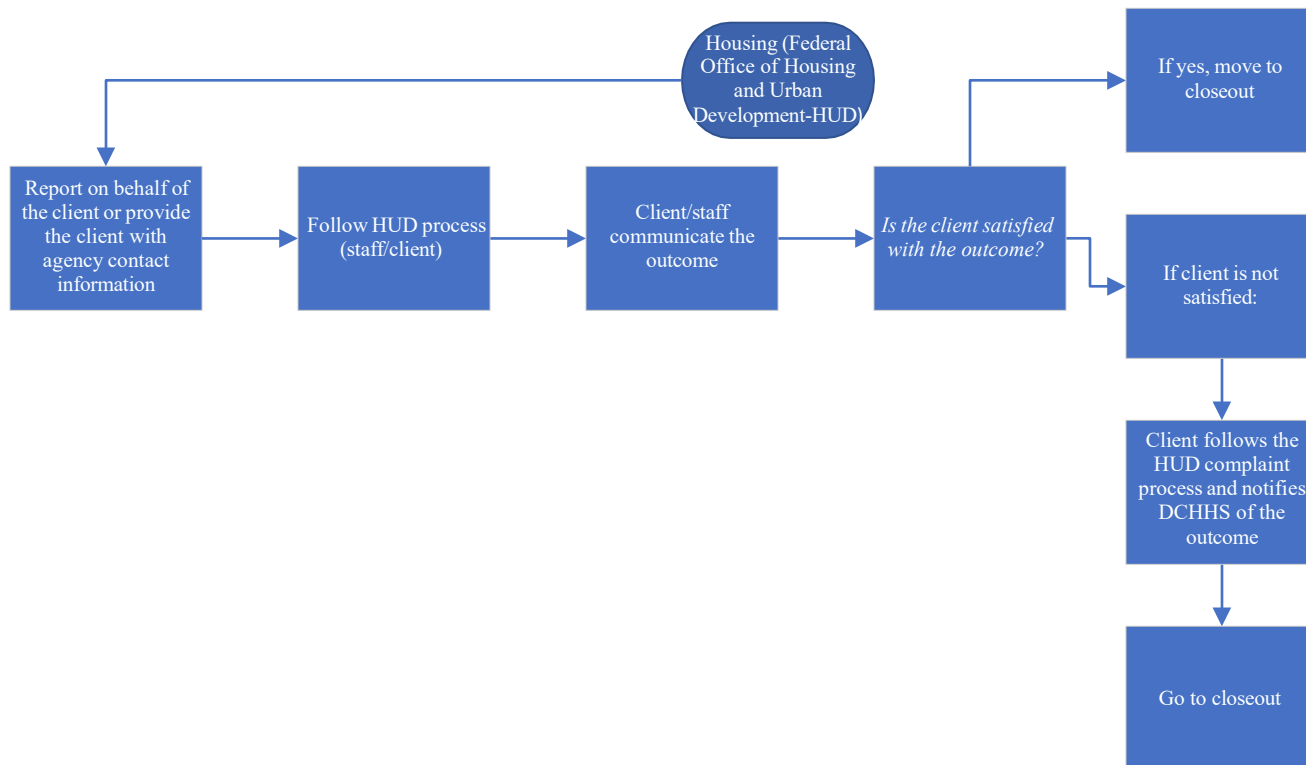




8.0 Flowcharts

III. Complaint Escalation: Step Five

The client verbalized dissatisfaction with the outcome of the complaint resolution and wanted it elevated to the next level.

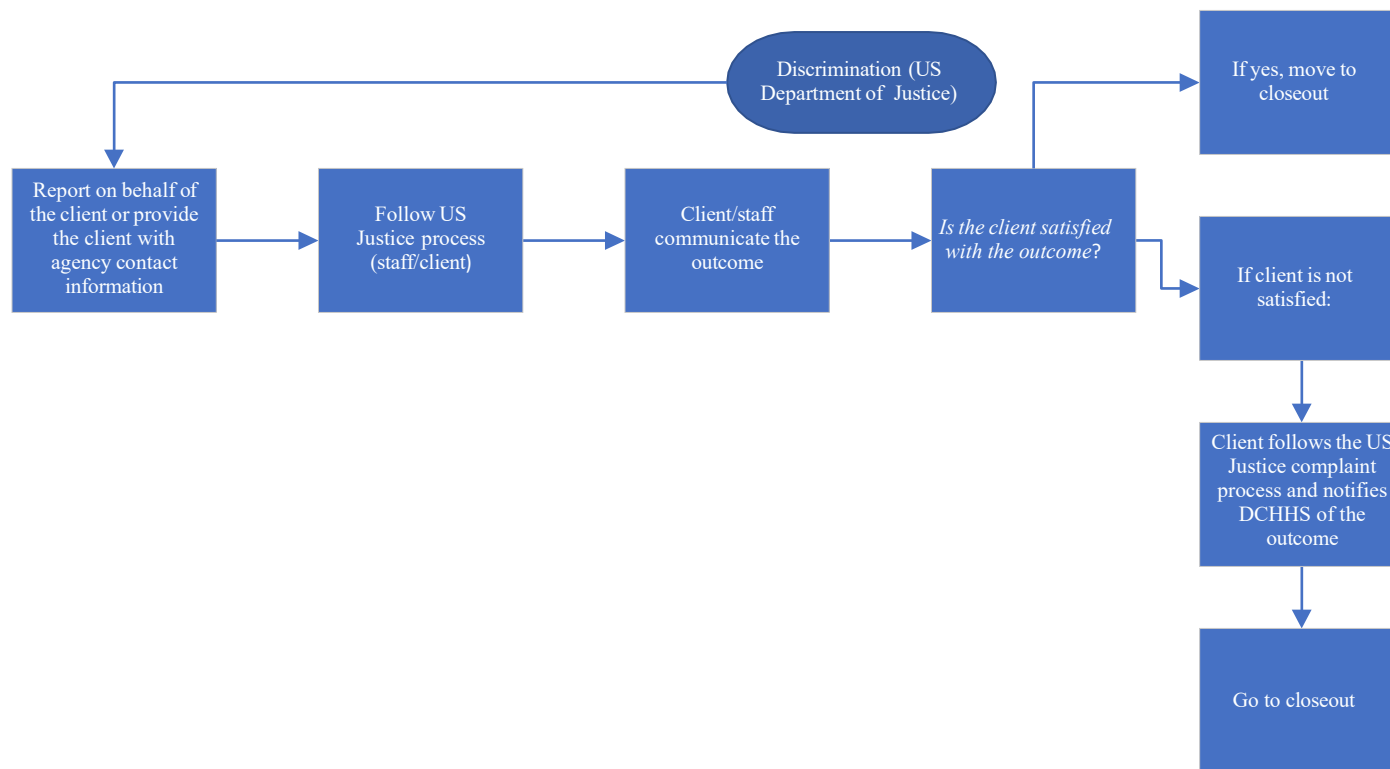




8.0 Flowcharts

III. Complaint Escalation: Step Six

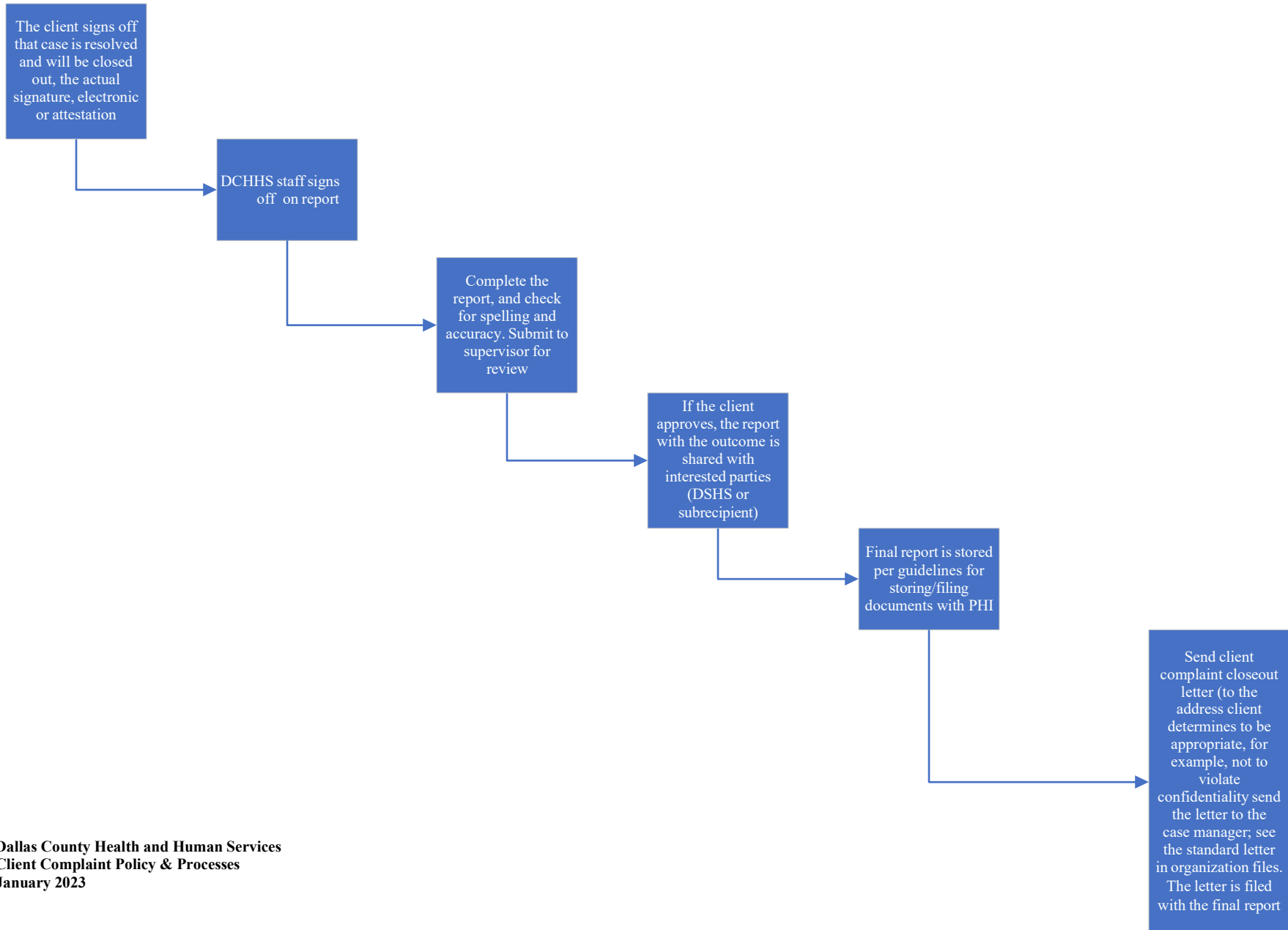
The client verbalized dissatisfaction with the outcome of the complaint resolution and wanted it elevated to the next level.





8.0 Flowcharts

IV. Complaint Closeout: Steps One through Six





8.0 Flowcharts

IV. Complaint Closeout

Step Seven (Optional)

