Ombudsman
Dispute Resolution for Children and Families
County Manager’s Office
Complaints Report – October, 2013

Categories of Complaints

- **Investigative**: Complaints that require signed parental consent to review case files, records and information in UNITY to review actions or inactions taken by Family Service workers in a specific case.

  Examples of investigative complaints include workers did not follow departmental process or protocol; workers abused authority; workers will not return phone calls to provide critical or timely information to family regarding the safety or placement of child(ren).

- **Information and Referrals**: Callers request basic information related to their case. As well, in this category, the ombudsman may educate a caller on the processes and procedures of the department. The Ombudsman may also refer a caller to a partnering agency for additional help or services.

  Examples of requests for information and referrals include how to contact DFS staff or management, or partnering agency contacts; how to obtain the status of a specific case; how to interpret court rulings, judgments or Nevada law.

- **Referrals to DFS**: Caller needs information or has a question that only department staff can provide or answer.

  Examples of calls that are referred back to DFS include questions about old cases or a caseworker who is no longer with the department; a caller who wants to speak to a supervisor or a worker at Child Haven.

- **Unrelated to DFS**: Caller’s issue or question can best be addressed by a partnering agency.

  Examples of calls that are unrelated to DFS include families applying for financial assistance, Food Stamps or medical benefits; housing issues; police issues.

<table>
<thead>
<tr>
<th>Complaint Category</th>
<th>Resolved</th>
<th>Pending</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investigative</td>
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<tr>
<td>Information/Referrals</td>
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<tr>
<td>Referrals to DFS</td>
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<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Unrelated</td>
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</tbody>
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October Total Complaints: 10