Ombudsman
Dispute Resolution for Children and Families
County Manager's Office
Complaints Report – **SEPTEMBER 2026**

Categories of Complaints

- **Investigative:** Complaints that challenge policy and procedure where malfeasance is being suggested by complainant.
- 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.

Complaint Category	Resolved	Pending	TOTAL
Investigative	27	1	28
Information/Referrals	2	0	2
Referrals to DFS	7	0	7
Unrelated to DFS			

Total Complaints: 37