

Fulton County Partnership, Inc.
Employment Transportation Assistance Program (ETAP)
(Welfare to Work)
Complaint Procedure

A complaint is an issue, dispute, or objection presented by or on behalf of a client regarding the coverage, operations, management policies, or quality of services.

This written complaint process has been established to address issues that demand immediate attention.

If you have a complaint regarding availability of services, quality of services, general operations, or management policies, please follow the below outlined procedure.

1. Documentation of the complaint.

All complaints must be documented. A complaint may be presented in writing, or orally either in person or by telephone, where such complaint will be transcribed to a written form and then be signed by the person initializing the complaint. All complaints must be signed with the clients name and address. Anonymous complaints will not be reviewed. Complaints shall be submitted to the ETAP Coordinator at the Fulton County Partnership, Inc.

2. Review of the complaint.

Upon submission of a complaint, the ETAP Coordinator shall review the circumstances surrounding the complaint. (If the ETAP Coordinator is involved in the complaint, the Fulton County Partnership, Inc. Executive Director or his/her designee shall review the complaint.)

3. Responses to the complaint.

Upon completion of the review of the complaint, the reviewer shall make a written response. This response shall detail all findings of the review and shall provide measures for resolution and or corrective actions to be taken. Copies of this response shall be placed in the clients file, where it will remain a part of the clients record, a copy of the response shall be forwarded to the Partnership Executive Director, a copy of the response shall be delivered to the person initiating the response, and a copy shall be delivered to each person involved in the complaint.

4. Resolution of the complaint.

If the complaint has been resolved, no further action shall be necessary. If the complaint is not resolved, the person initiating the complaint shall explain why the resolution was not satisfactory in writing, or orally to the ETAP Coordinator who shall then transcribe the explanation to paper and submit it with the original complaint, and the response to the complaint to the Executive Director of the Fulton County Partnership, Inc. The Executive Director or her/his designee shall then follow steps two (2) and three (3) as listed above. If the complaint is not resolved satisfactorily at this level, the process shall be continued to the president of the Board of Directors of the Fulton County Partnership, Inc.

5. No resolution by the president of the board.

If the complaint is not resolved by the president of the board, the complaint will be forwarded to the Board of directors for a final decision. The findings of the Board of the Fulton County Partnership, Inc. Shall be final.