

**I want to make a formal complaint. What do I need to do?**

You may make the complaint by telephone, email, in writing, or in person.

If you make the complaint in **writing**, the letter must include the following:

- full name and age of the child involved
- the social worker's name and telephone number
- detailed explanation of the event that took place
- detailed explanation of your concern

**Customer Service/  
Complaints Coordinator:  
951.358.5650**

**Mail Your Written Complaint to:**

Riverside County DPSS  
Attn: Customer Service/  
Complaints Coordinator  
10281 Kidd Street, 2<sup>nd</sup> Floor  
Riverside, CA 92503

**Things to Keep in Mind**

This complaint process does not include the following:

- discrimination complaints (civil rights violations)
- an investigation was completed by a social worker that resulted in a substantiated finding and you are not in agreement
- denial of home assessment or approval (you received notice of action stating you can request a hearing)
- placement dispute by a young adult in the After 18 program
- foster care funding specific complaints (overpayments, special care increment)
- a hold placed on your home for placement of a foster child
- adoption home study denied

**Riverside County Department of  
Public Social Services  
Children's Services Division**



**The Formal  
Complaint Process  
for Children's  
Services Division**

**Step by Step  
Process for  
Resolving a Case  
Related Complaint**

## What is a Case Related Formal Complaint?

A case related complaint is any concern that you feel cannot be resolved by the social worker, supervisor, and/or manager.

You have the right to make a complaint about any concern you have on a child's case with Children's Services Division.

Anyone can make a complaint, including current or former clients and members of the public.

Examples of case related complaints are concerns involving:

- Calls not being returned
- Customer service
- Staff behavior
- Visitation
- Family visit denied based on your criminal history

## How Do I Resolve a Complaint?

Please allow one (1) business day for your call to be returned.

### Step 1: Contact the assigned social worker to:

- Discuss your concerns.
- Ask what can be done to resolve your concern.

### Step 2: Contact the supervisor when:

- You are not satisfied with the social worker's resolution.
- The social worker has not returned your call.

Discuss your concerns with the supervisor and ask what can be done to resolve your concern.

Let the supervisor know the following:

- Date you contacted the social worker.
- What the social worker said to you about the concern.

### Step 3: Contact the Manager when:

- You are not satisfied with the supervisor's resolution.
- The supervisor has not returned your call.

Ask the manager to assist you with your concern. The manager will assess your concern by:

- Reviewing the child's case.
- Discussing your concern with the assigned social worker and supervisor.

### I'm not satisfied with the decision about my concern. What do I do now?

You may file a formal complaint with the Customer Service/Complaints Coordinator.

You may contact the Customer Service/Complaints Coordinator when:

- The case is closed.
- Your concern warrants bypassing the social worker and/or supervisor.

**A representative from Children's Services Division will contact you concerning your complaint within three (3) working days.**