



## TANF 102-2 General Complaints

**Supersedes:** TANF 102-2 (1/1/06)

**Overview:** The state must maintain a system for handling general program complaints filed by clients, potential clients, or other concerned individuals or groups. This will not include complaints alleging discrimination based on the protected classes outlined under Civil Rights law, or complaints that can be pursued through the fair hearing process.

**RESPONSIBILITIES:**

If individuals require assistance completing a complaint form or drafting a written complaint, staff will provide this assistance.

The department will maintain records for three (3) years of complaints received and their disposition, and will follow up to see that the complaints are responded to and resolved. Records may be reviewed as needed.

When warranted, the department may have to take corrective action in the resolution of certain complaints.

In addition, the department will make information on the complaint system available to clients, potential clients and other interested persons. This can be done with written materials, posters, or other appropriate means.

**Effective Date:** January 01, 2018