

October 11, 2011



Program Guide Letter #565

Subject **Customer Service and Complaints**

Effective Date Upon Receipt

Purpose The purpose of this letter is to update CalFresh Program Guide section [63-001](#) Customer Service and Complaints.

Summary of Changes

CHAPTER/ SECTION #	SECTION TITLE	REVISIONS/UPDATES
63-001	Customer Service and Complaints	Changed the title of the section from “Complaints” to “Customer Service and Complaints”
63-001	Table of Contents	Added a Table of Contents
63-001.1	General	Updated section
63-001.2	Customer Service Overview	Added new section
63-001.3	Staff Accessibility	Added new section
63-001.4	Types of Complaints	Added new section
63-001.5	Accessible Complaint and Feedback Process	Added new section
63-001.6	Complaint Process	Added new section

Changes to the CalFresh Program Guide are noted with highlighted text.

ACCESS Call Center Impact

Complaints received at ACCESS will be referred to the appropriate source, including the correct Designated Complaint Liaison (DCL). Customers wishing to complain regarding the ACCESS staff assisting them will be forwarded to that staff person’s supervisor or the supervisor’s designated back-up for resolution. Complaints regarding ACCESS supervisors will be forwarded to the ACCESS manager for

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Automation
Impact

No Impact

Forms (Client
Correspondence
Impact)

No Impact

Operational
Impact

No Impact

Other Programs
Impact

For information regarding CalWORKs Client Confidentiality and Participants Rights refer to [CPG 19-000](#) and [CPG 10-030](#).

Quality
Assurance (QA)
Impact

No Impact

Manager
Approval



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