

90-850.4. COMPLAINTS AND INQUIRIES

**A.
General**

The following guidelines are provided to assist staff in handling complaints and inquiries. See [GRPG 90-050](#) (Confidentiality) before discussing confidential case information with any person or agency.

**B.
Applicant/
Recipient
Complaints**

Often a complaint may be settled informally instead of through the hearing process. Therefore, every effort is to be made to resolve applicant/recipient complaints received by staff within the FRC. If the problem is not resolved at the worker or supervisor level, the applicant/recipient is to be offered the opportunity to have the matter reviewed by FRC administration. The applicant/recipient may be referred to SPOS if he/she is unwilling to pursue the matter within the FRC or if the matter has not been resolved at the FRC Manager/Assistant Manager level.

Applicant/recipient complaints received by PAI will be evaluated on an individual basis to determine how the applicant/recipient will best be served. PAI may refer the applicant/recipient to the appropriate person in the FRC, or resolve the problem for the applicant/recipient through discussion or clarification with FRC staff.

**C.
Community
Complaints**

Community complaints are requests by letter, telephone, or in person expressing misunderstanding or dissatisfaction about some specific action, lack of action, or a series of actions by the Agency or recipients of services from the Agency. These complaints are to be handled as received, by FRC or ACCESS staff or referred to Eligibility Operations, if appropriate. In some cases, a referral to another department or section is more appropriate. Pertinent information obtained by ACCESS will be provided to FRC staff.

**D.
Inquiries and
Other
Contacts**

Inquiries are essentially informational in nature and may be handled by any Agency staff with sufficient knowledge of the subject of the request.

Inquiry	Reference
Reports of child abuse or molestation	Refer to GRPG 90-850.5 .
Requests for speakers	Refer to Jonah Weinberg, Media and Public Relations at (619) 515-6535 for coordination, regardless of whether or not FRC will provide the speaker.

Continued on next page

90-850.4. COMPLAINTS AND INQUIRIES, Continued

**Inquiries and
Other
Contacts**
(continued)

Inquiry	Reference
Contacts from landlords and vendors	Handle as received by the worker or by ACCESS. If appropriate, a service referral will be initiated, or the current worker will be notified.
Problems of aged, disabled, or abused adults	Refer to GRPG 90-850.5 .
Reports of suspected fraud and misuse	Refer to PAFD. See GRPG 90-170.5 .
Students needing information	Refer to GRPG 90-050 .
General program questions	Handle as received by ACCESS or appropriate FRC staff.
Law enforcement agencies	Refer to GRPG 90-050 .
Applicant/recipient request for financial information on closed case	Written request is to be sent to HHSA, ACCESS, 7947 Mission Center Ct, San Diego, CA 92108.
Out-of-town inquiries	Handle in FRC if the case is in the FRC. Refer to ACCESS if the closed case is in Record Library. Refer to GRPG 90-050 for restrictions.
Request from absent parents for information regarding minor children	If the absent parent claims the children have been abducted from his/her custody by the recipient, refer to Child Protective Services immediately.
Applicant/recipient requests for service on closed service cases	Refer to Childrens Services or CalWORKs, as appropriate.
Applicant/recipient requests for Medi-Cal cards, retroactive aid payments, absent parent contributions on closed cases	Handle in district in accordance with GRPG 90-050 .
Applicant/recipient complaints of discrimination	Refer to the FRC Civil Rights Liaison, unless the complainant wishes to speak to the Civil Rights Coordinator or to the state directly. See GRPG 90-020 .