



## **COMPLAINT POLICY**

It is the policy of Operation Breakthrough, Inc. that all clients, as well as prospective clients, can exercise their right to file a formal complaint regarding their dissatisfaction with any action or inaction of an employee of Operation Breakthrough. All complaints will receive a formal written response and kept on file for at least five years.

## **COMPLAINTS**

### **1.0 Access to the Policy**

1.1 Applicants, at the time of applying for participation in any program operated by Operation Breakthrough, Inc., shall be given a copy of a letter entitled "How to File a Complaint" (see attachment) which explains in detail the complaint process

1.2 All complaints shall be completed as soon as reasonably possible after a particular incident or occurrence and mailed or delivered to the Executive Director's Office.

### **2.0 Receipt of Complaint**

2.1 All complaints will be received by the Executive Director. All submittals shall be dated and time stamped.

2.2 All complaints shall be logged on a Complaint Record (see attachment).

### **3.0 Internal Notification**

3.1 Once the complaint has been received and documented, a copy will be sent to the Executive Director, the Department from which the complaint was emanated, and the employee most closely connected with said complaint.

3.2 The Executive Director shall schedule a meeting with applicable employees to discuss the matter.

3.3 A date to meet with the complainant will be scheduled. Phone contact will be made followed by an appointment letter.

### **4.0 Meeting with Complainant**

4.1 A meeting will be held with the complainant, the employee in question.

4.2 A decision will be made regarding the complaint.

4.3 A letter will be sent to the complainant regarding the outcome of the meeting within three days after said meeting

#### **5.0 Board Notification**

5.1 The Executive Director will provide the Board with a written monthly report regarding all complaints, from initiation to resolution.

#### **6.0 Records Retention**

6.1 All correspondence and written documentation pertaining to all complaints shall remain in a file entitled "Complaints" for no less than five years.



### How To File A Complaint

Dear Applicant:

One of our most important goals is to provide you with the best service possible. This starts from the time you initially apply for participation in any of our programs until your service contract ends. We realize that in some cases, we might not meet your expectations. In the event you are dissatisfied with any area of our delivery of service, you can file a complaint by completing the form on the back of this letter. Please submit it as soon as possible after an incident or occurrence. Once completed, please mail as indicated. We will contact you shortly to schedule a meeting to discuss your concerns.

Should you have any concerns or questions about filing a complaint, feel free to call Mrs. Jessie Parker, Executive Assistant, at (919) 688-8111, ext. 222.

Sincerely,

Operation Breakthrough, Inc.

Sadie Abdullah  
Executive Director



**COMPLAINT FORM**

A. Name of Complainant: \_\_\_\_\_

B. Address: \_\_\_\_\_ C. Zip Code: \_\_\_\_\_

D. Phone Number: \_\_\_\_\_ E. Best Time to Call: \_\_\_\_\_

F. Date Incident Occurred: \_\_\_\_\_

G. Witnesses Present at the Time of the Incident:

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Relationship to Client: \_\_\_\_\_

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Relationship to Client: \_\_\_\_\_

H. Please Describe the Incident:

I. Please state the action that you want Operation Breakthrough to take to resolve this matter:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Jessie Parker, Executive Assistant  
Operation Breakthrough, Inc.  
Post Office Box 1470  
Durham, North Carolina 27702