

Appeals and Complaint Procedure for Seneca County

- a. Complaints regarding the provision of service or appeals of case dispositions must be submitted in writing to the Protective Services Administrator.
- b. Case disposition appeals must be submitted within thirty (30) calendar days of the case disposition.
- c. Within seven (7) working days of the receipt of complaint or appeal it will be reviewed and responded to in writing by the Social Service Administrator or Agency Director's designee.
- d. If the complainant does not agree with the finding, the complainant may submit a written rebuttal to the Agency Director.
- e. The Agency Director or designee will review all material and respond with a final decision in writing within 15 days of receipt of the rebuttal.