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.