



Village House of Northwest Ohio, Inc.

CLIENT/ VISITOR COMPLAINT FORM

Client/Case Name: _____ **Date:** _____

Name of person filing the complaint, if other than VH client: _____

Relationship to client: _____ **Phone:** _____

Address: _____ **City/State/Zip** _____

Policy:

The mission of Village House is to assist, support, and provide a safe and comfortable home-like visitation setting to the children and family members of Sandusky County and surrounding communities, who have been affected by abuse, neglect, divorce or separation. Village House strives towards always ensuring the safety and well-being of all children, visitors, volunteers and paid staff during their time at our facility. Village House understands that family dynamics and individuals' needs are all different and unique. We strive to accommodate specific needs to the best of our ability; but unfortunately, we may not always be able to approve all concerns or requests due to various agency limitations or restrictions. Village House will also work towards the assurance that the rights of all persons using our agency are respected.

Definition:

A "complaint" may be filed by any client, visiting party and/or family member if they feel as if they have been mistreated, disrespected, are unhappy or dissatisfied with services or with something that has taken place at the Village House. All complaints and concerns will be reviewed by the Executive Director. We take all complaints seriously and use them as an opportunity for growth and to better improve our services, communication, and/or practices. If you feel that your complaint was mishandled or disregarded, it shall be presented to the Village House Board or Directors for a resolution.

Complaint Procedure:

Please describe the incident or event in which you are unhappy or dissatisfied with; Include dates, times, and persons involved if possible (feel free to use backside of form if more space is needed)
