

## Service Complaint Process

- A child who is under the age of eighteen (18) and is in the custody of the Cabinet for Health and Family Services (Cabinet/CHFS), a youth who has extended commitment to the Cabinet or a youth who has transitioned out of the cabinet's custody within the previous twelve (12) months may file a service complaint through the Commonwealth Office of the Ombudsman (COO).
- Youth may request assistance from their Guardian ad Litem (GAL) in filing a service complaint.
- The COO will provide a written response to the complainant within thirty (30) calendar days of receiving the complaint.
- A foster youth who is dissatisfied with the written response rendered by the COO may request that the commissioner review the complaint and the written response.
- A request for review should be submitted in writing to the commissioner within ten (10) calendar days of receipt of the written response.
- Upon completion of the review, the commissioner shall render a written determination regarding the complaint within thirty (30) calendar days.
- The Department for Protection and Permanency (DPP) shall abide by the commissioner's written determination.