## THE DISPOSITION

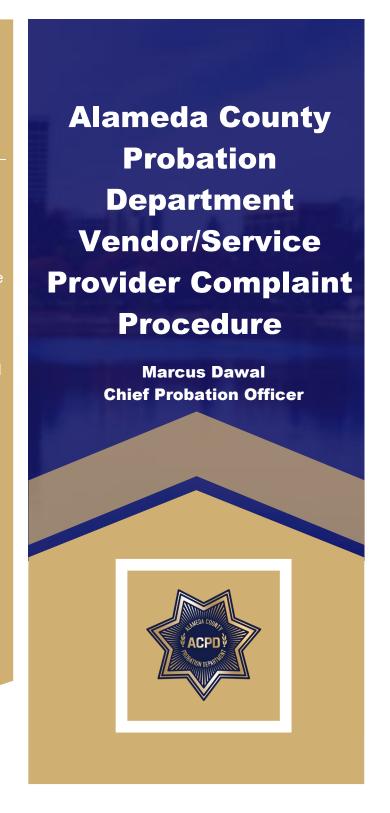
Feedback and complaints can be made anonymously, without giving your name; however, you cannot be informed as to any results if you choose to remain anonymous. If you make your identity known, you will be advised of the disposition of each complaint.

ACPD will be notifying you of the results of the complaint.

We make every effort to resolve complaints as soon as possible, but generally one can expect to receive written information on the disposition of the complaint within 30 days of the completion of the review of the complaint, given a full name and address is provided.

## THE IMPORTANCE OF YOUR INPUT

The Alameda County Probation
Department's (ACPD's) mission is to
support and restore communities by
providing compassionate supervision
and accountability to justice-involved
youth and adults and provide preventive
and rehabilitative services through
evidence-based practices and
collaborative partnerships. To do that,
we need the feedback and input of
clients who have received services, and
even more importantly, to hear
complaints regarding these services.
Every report is treated respectfully and
seriously.



## THE PROCESS

If your feedback involved a complaint, ACPD will look into the matter. The review process may require you to participate in an interview. During the interview, the following things may be required of you:

- You may be recorded, videotaped, or asked to write a statement.
- You will be asked for names of witnesses and other employees and/or clients that may know facts about your complaint; and
- Photographs may be taken of any injuries, damage or evidence related to the nature of the complaint.



## SUBMITTING FEEDBACK/COMPLAINT

The Alameda County Probation
Department (ACPD) welcomes your
feedback and/or complaints about its
contracted vendors/service providers. We
also believe in a fair and equitable
process and provide an opportunity for
our vendors to address any complaints
that have been brought forward unless
there is a clear conflict of interest. When
submitting a complaint, please be
prepared to provide as much detail as
possible (e.g.: names, dates, times,
locations, etc.) to assist us in thoroughly
investigating the matter.

We ask that the following steps be taken in sequence:

- Submit your written complaint directly to the contractor's Program Manager, citing all your concerns with specific details (complaints could be submitted in any written format or by using the Alameda County Probation Department Citizens Complaint Form).
- Anticipate a follow-up phone call, email, or meeting request within 7-14 business days from the ACPD.

- You can submit your complaint directly to ACPD in the following ways:
  - In person At any Probation
     Department location within
     Alameda County
  - By e-mail At
     <u>Probationclientfeedback@acgov.org</u>
  - By mail Send a letter describing your complaint to the following address:
     Alameda County Probation
     Department
     1111 Jackson Street
     Oakland, CA 94607
  - By telephone At (510) 268-7981