

THE DISPOSITION

Any complaint can be made anonymously, without giving your name; however, you cannot be informed as to the result of your complaint if you choose to remain anonymous. If you make your identity known, you will be advised of the disposition of each complaint. The Probation Department's Client Advocate (Ombudsperson) will be notify you of the results and your complaint will be classified with one of the following dispositions:

1. **Unfounded:** The allegation has no basis of fact or has been disproved through the investigation.
2. **Not Sustained:** The allegation can neither be proved nor disproved and no further action is to be considered.
3. **Sustained Justified:** The alleged act or failure to act is found to be true; however, such act or failure to act is permitted, or at least not prohibited, by this Department or was appropriate under the circumstances in this case.
4. **Sustained:** When the investigation discloses that the act reported did occur and constituted misconduct or improper job performance.
5. **Resolved & Successfully Closed:** The allegation was a matter that required an action to be taken or performed to the client's satisfaction.
6. **Unresolved & Successfully Closed:** The allegation was a matter that required an action to be taken or performed to the client's satisfaction, but the Department or contractor was unable to satisfy the request due to reasons of policy violation, legal restrictions, or resource limitations. This would warrant an "unresolved and successfully closed" status.

Probation will make every effort to resolve complaints as soon as possible, but generally one can expect to receive a written disposition within 30-days of the initial investigation or review of the complaint, given a full name and address is provided.

COMPLAINT AGAINST CONTRACTED VENDORS AND SERVICE PROVIDERS

Clients who file complaints are treated respectfully and the accusations against vendors/service providers are taken seriously. Note: The vendors/service providers are non-Alameda County Probation Department employees. All complaints are investigated thoroughly, and all findings are based upon the impartial evidence gained during the investigation.

Alameda County Probation Department Vendor/Service Provider Complaint Procedure

Wendy Still
Chief Probation Officer



THE INVESTIGATION PROCESS

Investigations may require you to participate in an interview. During the interview, the following things may be required of you:

- You may be 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
- Photographs may be taken of any injuries, damage or evidence related to the nature of the complaint

SUBMITTING A COMPLAINT

The Alameda County Probation Department welcomes valid complaints about its contracted 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. Please submit your complaint within 90-days of the occurrence or legal timeframes set by existing law.

There are two ways you can submit your complaint:

1. You can 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 for Vendors and Service Providers found at www.acgov.org/probation).

Anticipate a follow-up phone call, email or meeting request within 7 business days.

If you do not get a response within 7 business days, contact Probation Department's Client Advocate (Ombudsperson) at (510) 268-2133.

The Client Advocate will contact the contractor's Program Manager to help resolve the complaint

2. You can submit your complaint directly to the Probation Department's Client Advocate (Ombudsperson) in the following ways:
 - In person – At any Probation Department location within the Alameda County
 - By e-mail – Send email to: ProbationClientAdvocate@acgov.org
 - By mail – Send a letter describing your complaint to the following address:
Alameda County Probation
Department
Client Advocate
PO Box 2059
1111 Jackson Street
Oakland, CA. 94604-2059

