



## 102-2 General Complaint Procedure

<b>Supersedes:</b>	TANF 102-2 (07/01/05)
<b>References:</b>	ARM 37.78.101 and .102
<b>Overview:</b>	<b>GENERAL RULE:</b> Federal law requires states to maintain a system for handling general program complaints filed by participants, potential participants, or other concerned individuals or groups. This shall not include complaints alleging discrimination based on the protected classes outlined under Civil Rights law, or complaints that can be pursued through the fair hearing process.
<b>DEFINITION</b>	<b>General Program Complaint:</b> Any complaint regarding such areas as processing standards, or service to participants and potential participants.
<b>RESPONSIBILITIES</b>	<p><b>Department:</b> The department will maintain records for three years of complaints received and their disposition, and will follow up to see that the complaints are responded to and resolved.</p> <p>When warranted, the department may have to take corrective action in the resolution of certain complaints.</p> <p>In addition the department will make information on the complaint system available to participants, potential participants and other interested persons.</p> <p><b>Directors and Supervisors:</b> Directors and Supervisors are responsible for notifying participants and the public of their right to file general program complaints. They will maintain a central complaint log.</p> <p><b>Employees:</b> Employees are responsible to record complaints received and see that they are logged, responded to and resolved.</p>
<b>Date Revised</b>	January 1, 2006