General Information Memorandum

ISD GI 18-41

TO: ISD County Directors, Regional Operations Managers
FROM: Mary Brogdon, Division Director, Income Support Division
RE: Procedure for tracking Complaints
DATE: August 10, 2018

This GI is to instruct county management on the process of tracking Civil Rights, Rude Treatment, Client Complaints and Everest Concerns.

An electronic log will be maintained on the QIS Reports Monitoring drive (\ditsfafs\01d1955), for each State Fiscal Year (SFY). Complaints are to encompass requests to speak to a supervisor, county director or regional operations manager, in person or via telephone, complaint calls to the office, Civil Rights and Rude Treatment complaints received from the Quality Improvement Section, complaints received by the Customer Service Centers, and all Everest Concerns, whether big or small.

First time users will have to click on “Enable Content” in yellow at the top of the screen and click “Yes” to it being a trusted source. This will only happen one time for each user.

Begin filling out the form.

**Complainant’s Name:** Last Name, First Name
**Received Date:** The date Complaint is received; use Calendar to the right to choose the date.

**County Office of Alleged Allegation:** Where the incident occurred. Use drop down to choose, Customer Service Centers are also listed if the complaint is against them. Region will auto populate based on choice.

**Benefit Type:** Use Drop down.

**Concern Summary number or Civil Rights number** assigned by QIS: Example: 1234 for Concern Summary # or 2018-124 if a QIS/ Civil Rights (CR) number was assigned.

**Source of Complaint:** Use Drop Down.

**Alleged Staff Member:** Last Name, First Name or Unknown or ISD or County Office or what is indicated by the complaint.
**Alleged Discrimination Protected Class:** Defaults to None. Race, Color, Sex, Disability, National Origin, Political Beliefs, Religious Beliefs, Age or a combination of any or all. Shift- Left Click- you can choose consecutive classes. Control – Left Click - selects those on list not consecutive.

<table>
<thead>
<tr>
<th>Alleged Discrimination Protected Class:</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Safety</td>
<td>None</td>
</tr>
<tr>
<td>Medical</td>
<td>None</td>
</tr>
<tr>
<td>Religious</td>
<td>None</td>
</tr>
<tr>
<td>Age</td>
<td>None</td>
</tr>
</tbody>
</table>

**Rude Treatment:** Please check the box if complaint is Rude Treatment only or if it is part of a Protected Class complaint.

- **Rude Treatment:**

**Issue/Concern:** Please give details

- **Issue/Concern:** Applicant/Recipient came to ISD office and requested to speak to a supervisor. Supervisor, NAME, spoke to him and when he indicated case worker, NAME, was rude to him and wouldn't process his case, NAME gave him an ISD 416 to fill out.

**Resolution:** Please give details; do not indicate “Resolved.”

- **Resolution:** Supervisor, XXX reviewed case and was able to process the case and recipient was happy. Recipient stated worker was not really rude, he was upset that his case wasn't processed and he admitted over reacting. ISD 416 not needed.
The form can be called up at a later date to edit and enter Resolution by searching for Complaint by the Case Number with the search box at the top of the form.

**Resolution Date:** Click on box to use Calendar to the right to choose the date if known.

**Complainant Notified of Resolution:** Check box if known that Complainant was notified.

**Corrective Action to Staff member:** If handled at county level, please indicate what action was taken even if “None”. If there was Office of Human Resources involvement, QIS will enter the information once received.

None. Applicant withdrew his allegation; was satisfied with Supervisor's solution.
To complete the complaint form action, hit Add Record:

The Delete Record button should only be used if complaint form was filled out in error.

Please transfer any complaints you have tracked since July 1, 2018, SFY 19, from the old county tracking log by completing a new record for each complaint.

A quarterly summary of complaints will be sent to each Regional Operations Manager for their Regions.

If you have questions regarding this GI, the contact person is Carolyn Craven at (505) 827-7224 or email at carolyn.craven@state.nm.us.