

Documenting an Agency Complaint



Knowledge Base Article

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Documenting an Agency Complaint

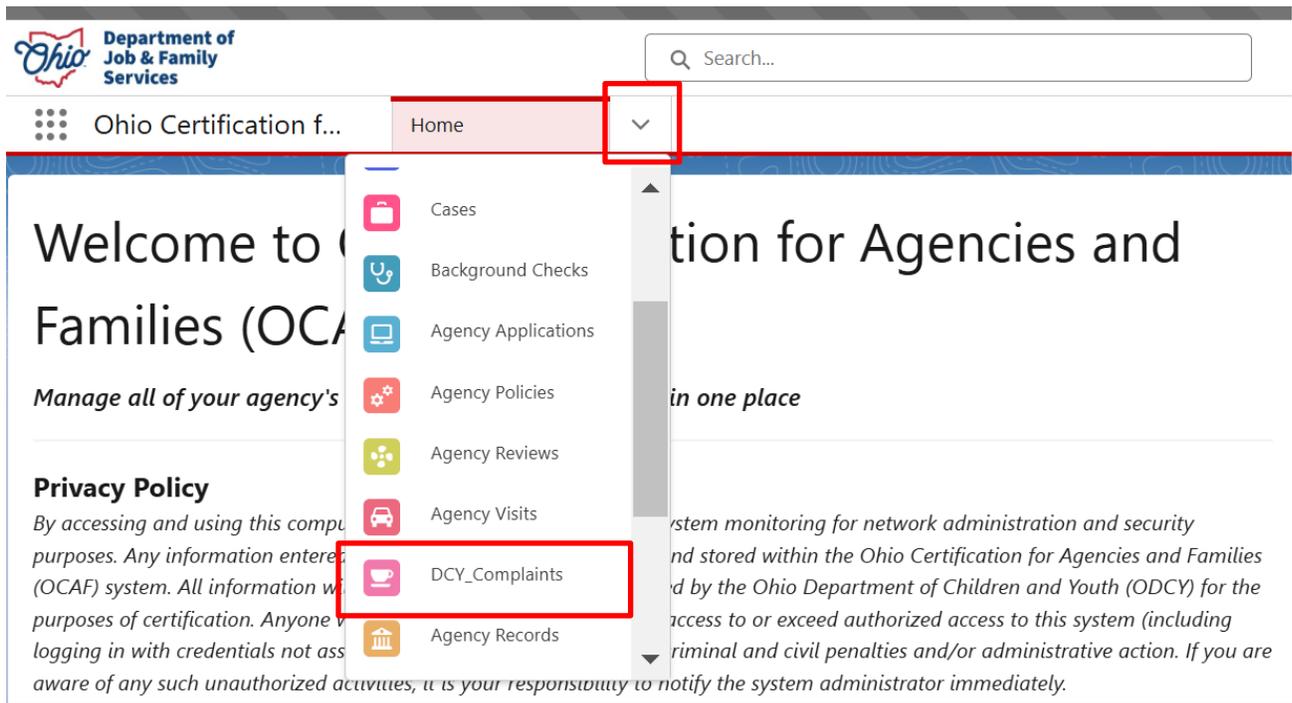
Overview

This user guide describes how to create a Complaint record as a State Licensing Specialist, Licensing Supervisor or Bureau Chief in the Ohio Certification for Agencies and Families (OCAF) system.

Functionality Location

Upon logging in to the OCAF Home Page:

1. Click on the down arrow in the banner section next to the app launcher, which is the nine-dot square in the upper left hand corner of the page.
2. Select the **DCY_Complaints** value from the list.



The **DCY_Complaints** section will appear.

3. The default filter will be **Recently Viewed** DCY_Complaint records, but you may change this view by adding filter criteria and save it by clicking the pin icon to change your settings.
4. Click the **New** button to begin a new Complaint record.



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The **New Complaint** template appears.

Creating a Complaint Record

All fields marked with a red asterisk (*) will be required.

Complaint Information

1. The **Owner** will default to the logged-in user's name.
2. Begin typing the **Agency Name** for the alleged complaint. The system will present the agency names which most closely match the entered text. Once the name appears, click on it to populate this field.
3. Begin typing the **Facility Name** for where the alleged complaint occurred. The system will present the agency names which most closely match the entered text. Once the name appears, click on it to populate this field. The **Facility Address** should automatically populate based on your selection.

Complaint Information

Owner

 Sara Licensing Supervisor

* Agency Name 

 Light & Love Homes for Youth 

Facility Name 

 Love Home 

Facility Address

Complainant Information

4. Enter the **Affiliation** of the complainant. **Tip:** Wherever you see the informational icon (), hover over it with your cursor to reveal text that explains more about what is asked for in this field.
5. Enter the **Name** of the Complainant (required field).
6. Enter **Street Address, City, State, Zip Code, Phone Number** and **Email Address** of Complainant.

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Complainant Information

Affiliation ⓘ

*Name ⓘ

Street Address

City

State

Zip Code

Phone Number

Email Address

Incident Details Section

7. Select the **Date Complaint Received** (required field).
8. Enter the **Name of Initial Contact**.
9. Type in the **List of Names and Witnesses Involved**.
10. Select **Date Complaint Investigation Commenced**.
11. Enter **Initial Complaint Contact Details**.

Incident Details Section

*Date Complaint Received ⓘ

Name of Initial Contact ⓘ

List of Names and Witnesses Involved ⓘ

Date Complaint Investigation Commenced ⓘ

Initial Complaint Contact Details ⓘ

Violation Description Section

12. Enter the **Alleged Violation** information (required field).
13. Click **Cancel** to delete the in-progress record or **Save** to commit it to the database.

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Violation Description Section

* Alleged Violation

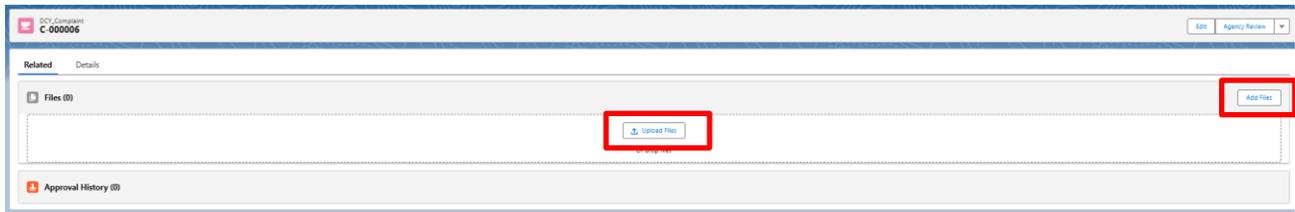
Cancel

Save & New

Save

The **DCY_Complaint** record then appears with the **Related** tab and the **Details** tab. In the default **Related** tab, any applicable files can be added to the record by clicking the **Upload Files** button, or the **Add Files** button. The **Approval History** is also included in this section.

14. Click on the **Details** tab.



The information previously added appears on the screen in a list view, along with additional values that will allow you to bring the Complaint to a resolution as needed.

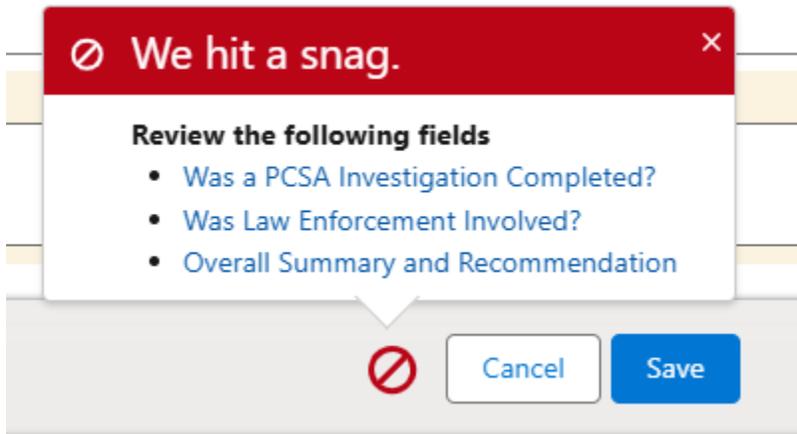
Complaint/Disposition Summary Section

The **Complaint/Disposition Summary Section** is now available for completion. Click on the pencil icons next to each question to edit.

Complaint/Disposition Summary Section	
Record Type	
Complaint	
Complaint Status	
In Progress	
Completed Date	
Review associated with complaint:	
Was a PCSA Investigation Completed?	
Was Law Enforcement involved?	
Documents reviewed for the complaint	
List all additional collateral contacts	
Summarize Technical Assistance Provided	
Overall Summary and Recommendation	

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Please note that before saving this record, you will need to enter information below. You may need to add placeholder text while the investigation is underway, but may return to edit this at any point prior to completing the record:

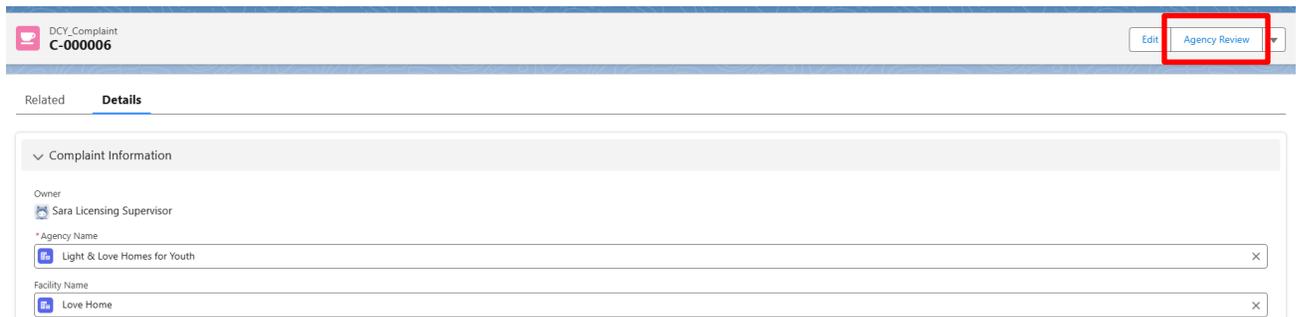


Adding/Associating an Agency Review

A **Complaint** may be a stand-alone record which contains all the information needed on an investigation. However, to issue findings, etc., then a separate **Agency Review** record must be completed in conjunction with the Complaint. The **Agency Review** functionality is available on the Complaint record. You may create a new **Agency Review** or associate an existing record to the Complaint.

To add a new **Agency Review**:

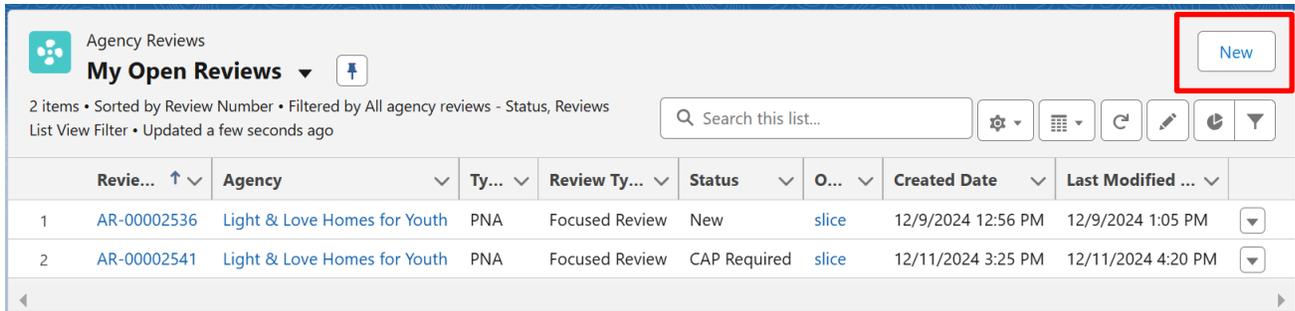
1. Click the **Agency Review** button within the **Complaint** record.



The Agency Reviews section appears, with your default list view appearing.

Click the New button at the upper right corner.

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Agency Reviews

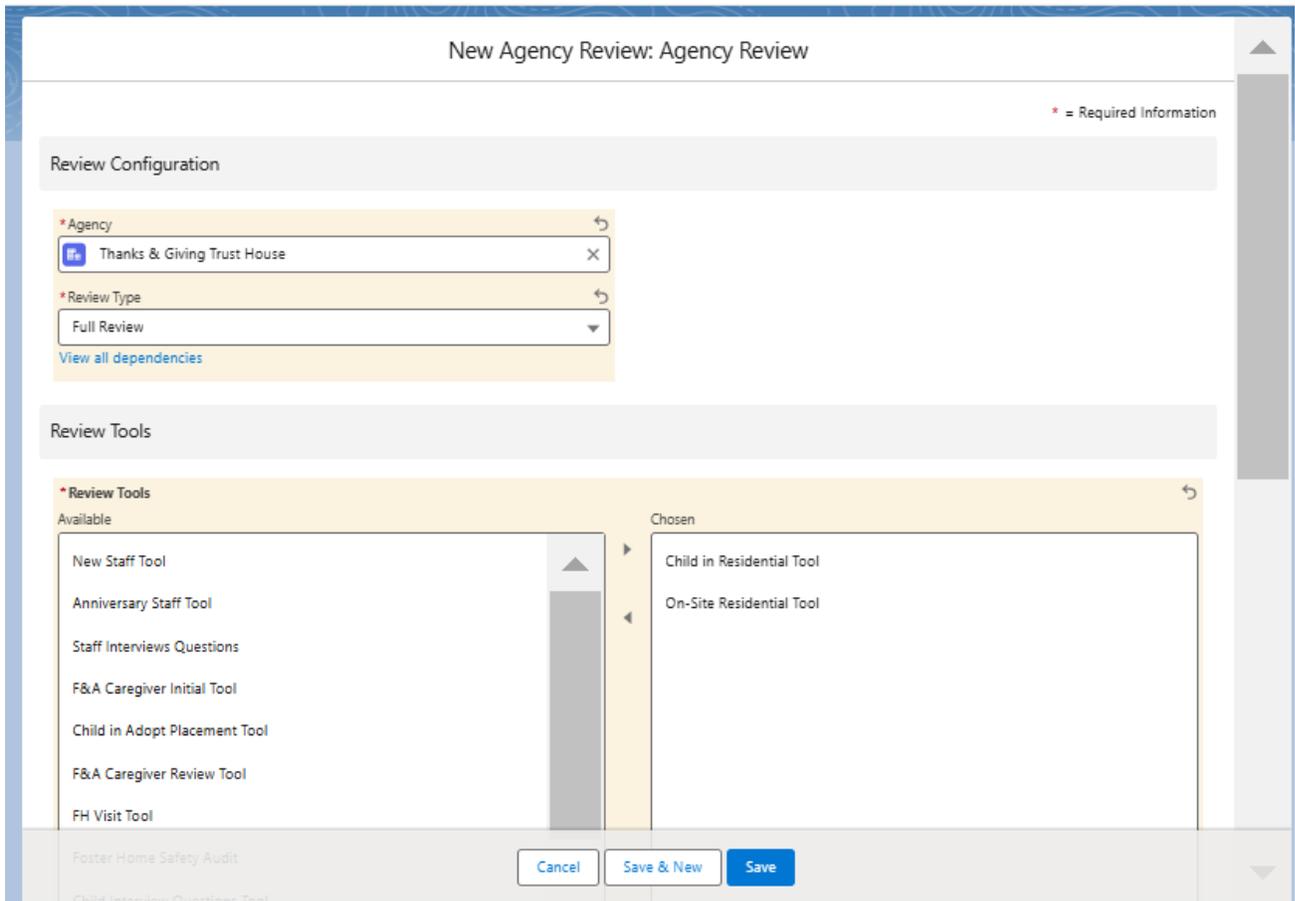
My Open Reviews ▼ 📌

2 items • Sorted by Review Number • Filtered by All agency reviews - Status, Reviews
List View Filter • Updated a few seconds ago

Search this list...

	Review...	Agency	Ty...	Review Ty...	Status	O...	Created Date	Last Modified ...	
1	AR-00002536	Light & Love Homes for Youth	PNA	Focused Review	New	slice	12/9/2024 12:56 PM	12/9/2024 1:05 PM	▼
2	AR-00002541	Light & Love Homes for Youth	PNA	Focused Review	CAP Required	slice	12/11/2024 3:25 PM	12/11/2024 4:20 PM	▼

The **Review Configuration** page appears. Complete the details as needed to create the applicable Review Type (Full, Focused, TA, etc.) needed for this complaint.



New Agency Review: Agency Review

* = Required Information

Review Configuration

* Agency
Thanks & Giving Trust House

* Review Type
Full Review

View all dependencies

Review Tools

* Review Tools

Available

- New Staff Tool
- Anniversary Staff Tool
- Staff Interviews Questions
- F&A Caregiver Initial Tool
- Child in Adopt Placement Tool
- F&A Caregiver Review Tool
- FH Visit Tool
- Foster Home Safety Audit
- Child Interviews Questions Tool

Chosen

- Child in Residential Tool
- On-Site Residential Tool

Cancel Save & New Save

After creation, you will need to associate this new record or associate an existing **Agency Review** record to the **Complaint** in the question **Review Associated with Complaint**. When you click on this question, **Recent Agency Review** records will populate. You may either select a record that appears or enter the AR-XXXX to find the correct **Agency Review** to associate.

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Ohio Department of Job & Family Services

Search...

Ohio Certification f... DCY_Complaints AR-00002541 | Agen... APP-000750 | Agenc... C-000007 | DCY_Co...

C-000007 | DC... My Open ... AR-00002...

Complaint

Complaint Status
In Progress

Completed Date

Review associated with complaint:
Search Agency Reviews...

Recent Agency Reviews

- AR-00002547
Thanks & Giving Trust House
- AR-00000312
Keeping Kids Safe, Inc.
- AR-00002537
Thanks & Giving Trust House
- AR-00002541
Light & Love Homes for Youth
- AR-00002536
Light & Love Homes for Youth

Modifying a Complaint Record

1. To enter an existing Complaint record from the list page, you may click on the [C-XXXXX](#) record hyperlink or select from the down arrow icon to the right of the record, which contains an **Edit**, **Delete** or **Change Owner** selection.

DCY_Complaints All Open Complaints

New Change Owner Printable View

7 items - Sorted by Complaint Number - Filtered by All dcy_complaints - Complaint Status - Updated 21 minutes ago

Complaint Number	Agency Name	Created Date	Date Complaint Received	Complaint Status
C-000005	Tranquil Oasis Wellness Home for Youth	12/2/2024 11:48 AM	12/1/2024	In Progress
C-000003	The Big Red Machine	12/5/2024 1:13 PM	12/5/2024	Review Pending
C-000003	Tranquil Oasis Wellness Home for Youth	12/9/2024 11:34 AM	12/2/2024	In Progress
C-000004	The Big Red Machine	12/9/2024 11:42 AM	12/9/2024	In Progress
C-000005	Link's Place	12/11/2024 2:46 PM	12/10/2024	In Progress
C-000006	Light & Love Homes for Youth	12/11/2024 3:07 PM	12/2/2024	In Progress
C-000007	Thanks & Giving Trust House	12/16/2024 10:49 AM	12/12/2024	In Progress

Edit
Delete
Change Owner

Routing a Complaint for Approval

Upon completion of all work items on a **Complaint**, Licensing Specialists may route the record to their supervisor by moving the **Complaint Status** to 'Specialist Review Complete'.

Record Type
Complaint

Complaint Status
Specialist Review complete

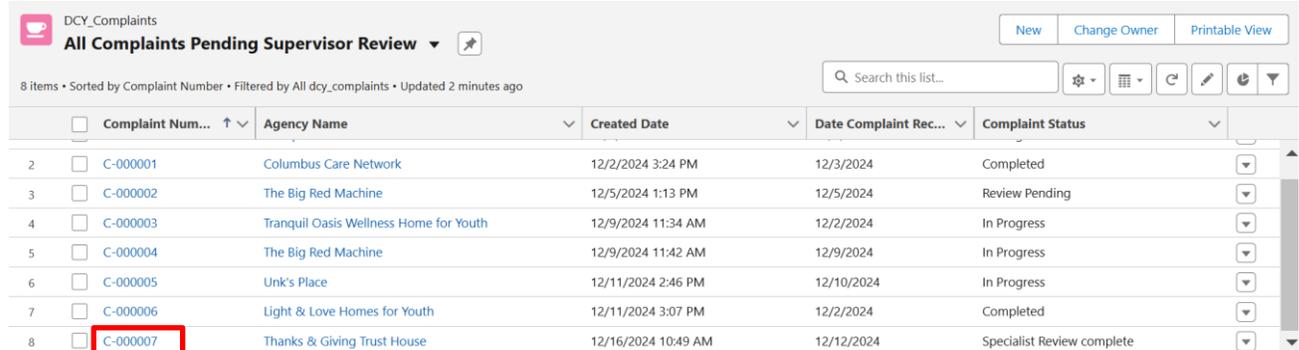
Completed Date
12/18/2024

Review associated with complaint:
AR-00002537

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Supervisors may use the pre-set filter of **All Complaints Pending Supervisor Review** to view and approve records.

1. Click on the C-XXXX hyperlink of the record you wish to view.

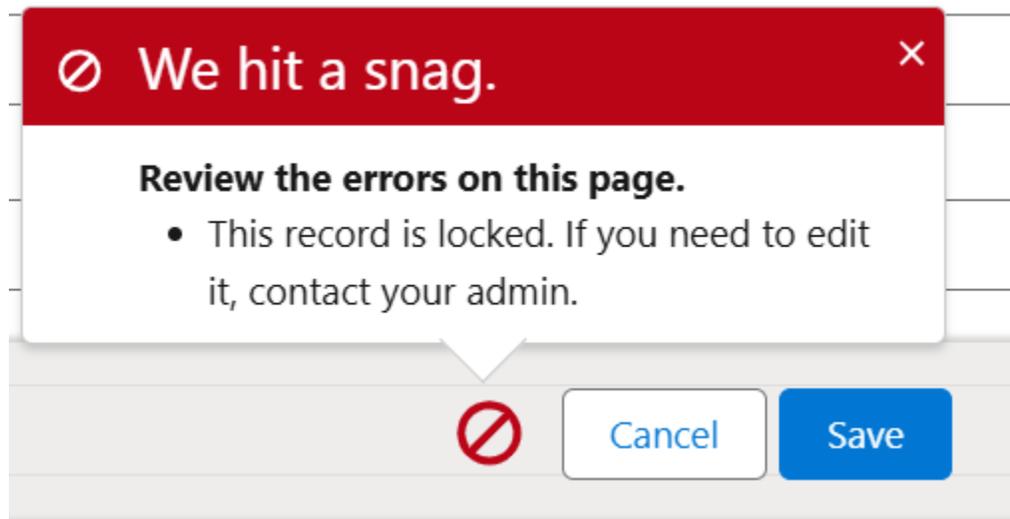


Complaint Num...	Agency Name	Created Date	Date Complaint Rec...	Complaint Status
2 C-000001	Columbus Care Network	12/2/2024 3:24 PM	12/3/2024	Completed
3 C-000002	The Big Red Machine	12/5/2024 1:13 PM	12/5/2024	Review Pending
4 C-000003	Tranquil Oasis Wellness Home for Youth	12/9/2024 11:34 AM	12/2/2024	In Progress
5 C-000004	The Big Red Machine	12/9/2024 11:42 AM	12/9/2024	In Progress
6 C-000005	Unk's Place	12/11/2024 2:46 PM	12/10/2024	In Progress
7 C-000006	Light & Love Homes for Youth	12/11/2024 3:07 PM	12/2/2024	Completed
8 C-000007	Thanks & Giving Trust House	12/16/2024 10:49 AM	12/12/2024	Specialist Review complete

The Supervisor may move the Complaint status to **'Completed'** after review.

Additional Notes

1. Once a **Complaint** record has been marked as **'Specialist Review Complete'** or **'Completed'**, no further edits can be made. The following error message will appear if modifications are attempted:



2. Routing a work item requires that you have a supervisor assigned to you in the system.
3. An **Agency Review** associated to a **Complaint** does not need to be completed/approved prior to placing the **Complaint** in **'Completed'** status.

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If you need additional information or assistance, please contact the Bureau of Children Services Operational Support's [Customer Care Center](#).