



Partnerships in
Community
Living, Inc.

Quick Guide for Formal Complaints

What is a Formal Complaint?

A complaint is when someone served by PCL who wants to Start/Stop/Change something about his or her life and this change cannot be resolved so that the person feels happy about the decision or when the request has to keep happening (so not solved permanently). These complaints are most often made to the DSPs or STC.

Contacts for questions about the PCL Complaint Process:

Flory Goodell:
fgoodell@pclpartnership.org

Ginger Jones:
gjones@pclpartnership.org

Carrie Phillips:
cphillips@pclpartnership.org

PCL Formal Complaint Process:

If a person supported by PCL has a complaint about their life that cannot be resolved or they have to keep needing to make the same requests (so not really resolved) you can support them in completing the Formal Complaint Form.

The easiest way the form can be filled out on PCL's website from the Self Advocacy section, see [Link](#). This form can also be found as a paper copy, see [Link](#). (If the person supported chooses to use a paper form please help ensure that the form is given to Carrie Phillips, cphillips@pclpartnership.org, the Residential Executive Assistant, as soon as possible.)

The best way to complete this form is to talk with the person supported and find out what help, if any, they need from you. They may just need you to listen and ensure that by filing a complaint that nothing "bad" will happen. They may need you to help them go to the online site or to find a paper copy of the form. They also may need you to sit down and help them fill out the form in their words.

Once the form is submitted, Carrie Phillips will complete the following steps:

- Add the complaint to the PCL tracking form
- Notify the person submitting the complaint that it has been received
- Notify the appropriate Executive Officer of the complaint and remind them of the timelines that the resolution is due.

The Executive Officer will then talk with the person supported about their complaint and with any other people involved to work to find a resolution. This should take no more than 10 business days. If the complaint is complex or needs more time to resolve the Executive Officer will talk with the person supported and will have a resolution within 45 days.

Once the resolution is made the Executive Officer will inform Carrie Phillips who will update the tracking and will send a resolution letter to the person supported, his/her guardian, Area Director, Service Team Coordinator, and Case Manager.

***Someone Served by PCL wants to
Start/Stop/Change
Something about their Life***

Choices a person has when they want something different...

Request.... This is when someone is not happy about something or wish it were different. Requests are usually made to either the person's support staff or coordinator.



PCL Complaint... This is when someone's request cannot be resolved to where the person feels happy about the decision. Or it is when the request has to keep happening, so it doesn't get solved permanently. There is a paper form (an online spot will be coming) for someone to submit a complaint. Any PCL person may help someone fill out a complaint form.



County or State Complaint... This is when a person's complaint with PCL's services is not resolved to the person's satisfaction. If the person themselves can't contact the county, a PCL representative will help the person submit the complaint to the county

