

Franklin Township ADA complaint policy:

Publicized Contact Details for Complaints:

Written complaints may be sent to Franklin Township at P.O. Box 364 Carlisle, Ohio 45005 or [Baubi.Agnor @franklintownshipohio.us](mailto:Baubi.Agnor@franklintownshipohio.us). Complaints are available online or for pickup at The Township offices @ 418 Fairview Drive Carlisle, Ohio 45005 or can be requested to be mailed to you by calling (937) 746-2852.

Verbal complaints maybe made by phone to (937)746-2852 or in person to any Franklin Township Office staff or Township Trustee.

Receiving Complaints

Complaints may arrive through channels publicized for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should

- Write down the facts of the complaint
- Take down the complainant's name, address and telephone number
- Note down the relationship of the complainant to the Franklin Township client.
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

Stage one

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to Baubi Agnor within 7 business days.

On receiving the complaint, Baubi Agnor records it in the complaints log. If it has not already been resolved, Baubi Agnor will investigate it and take appropriate action.

If the complain relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 7 business days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within 30 days. If this is not possible because an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage one, they can request that the complaint is reviewed at a higher level. At this stage, the complaint will be passed to the Township Administrator.

The request for the Administer level review should be acknowledged with 7 days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Franklin Township Administrator may investigate the facts of the case themselves or delegate a suitable person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at stage one.

If the complaint relates to a specific person, they should be informed and given further opportunity to respond.

The person who dealt with the original complaint at Stage one should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within 30 days. If this is not possible because an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless The Franklin Township Administrator decides it is appropriate to seek external assistance with the complaint.

Variation of the Complaints Procedure

The Township Administrator may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.