

The Department of Social Services.-Child Protective Service department wants to hear from you regarding the service provided to you. This information is used to continuously improve service.

If you were satisfied with the service, complete the attached "Service Satisfaction" form and mail it to:

**Child Protective Services
Attn: CPS Supervisor
P.O. Box 1210
Nevada City, CA 95959-1210**

If you were not satisfied with the service:

- ◆ Discuss with your assigned worker
- ◆ If you cannot resolve the problem, discuss it with the worker's supervisor. You can reach the supervisor by calling (530) 273-4291.
- ◆ If you cannot resolve the problem with either your worker or the supervisor, complete the attached "Service Satisfaction" form and either mail it to the CPS Supervisor at the above address;

OR

Deliver the form, to our office at:
208 Sutton Way, Grass Valley, CA 95945

The complaints should be submitted as soon as possible so a resolution can be reached promptly. Your input will be greatly appreciated.

- ◆ If you cannot resolve the problem with CPS Supervisor you have the right to call, in order,
 - ◆ The Child Protective Services Program Manager
 - ◆ The Director of Adult and Family Services
 - ◆ The Director of Human Services Agency

You can reach them by calling the Department of Social Services reception at (530) 265-1340.



**DEPARTMENT OF SOCIAL SERVICES
950 MAIDU AVE., PO BOX 1210
NEVADA CITY, CALIFORNIA 95959
TELEPHONE (530) 265-1340**

Service Satisfaction And Complaint Resolution Procedure

