

COMPLAINT PROCESS FOR DIFFERENTIAL TREATMENT/SUPERVISION MODEL

1. Types of Complaints

- There are two types of possible complaints that may be received as a result of a Differential Treatment/Supervision Model being approved. A complaint may be received on 1) a program, or 2) On a provider listed in the variance treatment provider database.

2. Receipt of a complaint

- Upon receipt of a complaint, the Vice-Chair of the Sex Offender Management Board (SOMB) will screen the complaint to identify which type of complaint it is.

Outcomes:

- Complaint determined to not rise to the level of needing to be reviewed by the SOMB.
- Complaints identified, as a program or a provider listed in the variance treatment provider database complaint will be sent to Application Review Committee (ARC).

3. Complaint Review

Outcomes:

- Upon review of the complaint the ARC will make a recommendation to SOMB for a determination as to whether further action needs to be taken with regard to the Variance approval or the provider.

4. Findings

- Written findings will be sent to the individual or program that received the complaint.

5. Forward the Findings to ARC

- The SOMB will forward the results of the findings on the Variance approval and providers involved to the ARC, who will then review whether any action is needed in regard to a SOMB listed provider.