

G Agency Principles - Right to File a General Complaint

REVISION 48
(01/01/20 –12/31/20)

Anyone has the right to file a [General Complaint\(g\)](#).

A general complaint is when a person expresses dissatisfaction with a situation related to the Family Assistance Administration and requests management intervention. The Complaint Tracker is used to record General Complaints.

A General Complaint is neither a request for an [Appeal](#) nor a [Discrimination Complaint](#).

General Complaints may be received by phone, in person, in writing, by fax, or mail.

WARNING

Keep all discussions regarding a general complaint confidential. Do not document or upload anything about a general complaint in the [case file\(g\)](#). Do not deny services or benefits to any participant because they filed a general complaint about FAA, FAA employees, or providers.

When a person expresses an interest in speaking with management about a complaint, FAA must complete the following:

- Explain the complaint process
- Gather all information
- Follow local office procedures to resolve the complaint

FAA Office management follows up on complaints, resolves complaints, takes corrective action where warranted, and ensures the complainant is notified of the resolution.

FAA Office management must record General Complaints in the Complaint Tracker by the close of business on same day the complaint is received.

For each General Complaint, the Complaint Tracker includes the following fields that must be filled-in:

- Date the Complaint is received
- Client name
- AZTECS/HEAplus Application ID number
- Program Type
- Site Code
- Issue Type
- Referral Source
- Initial Complaint
- Outcome details

ARCHIVED (Valid until 03/29/21)