

Chapter 12

Asking Questions and Solving Problems

Questions About Policies

When a Provider on Agreement (POA) has questions about the Provider Agreement or about any of the rules or policies outlined in this *Provider Manual*, the provider may contact CCS.

Complaints by Parents Against a POA

A POA may receive complaints from parents about the POA's care or policies. If the POA and parents can not work out the problems and the complaints can not be resolved, the POA should refer parents to CCS.

Sometimes parents want to move children from a facility when they have problems with the POA. If this happens, CCS staff must find out the cause of the problem and attempt to solve it rather than move the child.

Complaints by Parents Against CCS, CVWDB or TWC

If parents complain to Providers about CCS staff, the CCS system, CVWDB, or TWC, providers should refer parents to the CCS supervisor. The POA should also contact CCS to report the complaints.

Complaints by a POA Against CCS

When a POA has complaints against CCS, they should first attempt to solve the problem by talking directly with CCS staff. If the problem can not be solved, the POA will be referred to the CVWDB Contract management staff.