Complaint Process Flow Chart

Step One:

Complaint Filed
Complaint form is sent to the appropriate
IowaCASA staff member.

Step Two:

Complaint Evaluated

Complaint is evaluated by IowaCASA to determine

whether IowaCASA is the appropriate

organization to process it.

Step Three:

Complaint Received

The person or organization the complaint was made against receives the complaint and may provide a formal response.



Complaint Does Not Meet Standards

If IowaCASA determines complaint does not meet standards for the complaint process, the complainant receives notification and is provided with alternative options.

Step Four:

Complaint Reviewed

IowaCASA Review Committee examines complaint

packet and makes a determination based on

information gathered.

Step Six:

Action Plan

If action is required as part of the complaint determination, the coalition will assist in the development of an action plan and timeline.

Step Five:

Right to Appeal

Both parties are notified of the complaint determination made by the IowaCASA Review Committee. Both parties have a right to appeal.

Process Ends:

Action Plan Fulfilled
Complaint process closes and parties are notified
of its completion.



