

10A NCAC 70G .0508 GRIEVANCE PROCEDURES

- (a) The agency shall provide to each child and parents, guardian or legal custodian, upon placement:
- (1) a written description of policies and procedures that the child and parents, guardian or legal custodian follow to register complaints;
 - (2) information about client's and parents', guardian's or legal custodian's rights;
 - (3) the process for appealing a decision or action of the agency; and
 - (4) the process of resolution of a complaint.
- (b) Upon resolution of a grievance, the agency shall maintain a copy of the complaint and the resolution in the child's record.

History Note: Authority G.S. 131D-10.5; 143B-153;
Eff. October 1, 2008;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. October 3, 2017.