

Service Complaint Process

- A child who is under the age of eighteen (18) and is in the custody of the cabinet, a youth who has extended commitment to the cabinet or a youth who has aged out of the cabinet's custody within the previous twelve (12) months may file a service complaint through the Office of the Ombudsman.
- Youth may request assistance from their Guardian Ad Litem in filing a service complaint.
- The Office of the Ombudsman will provide a written response to the complainant within thirty (30) calendar days of receipt.
- A foster youth who is dissatisfied with the written response rendered by the Office of the Ombudsman may request that the commissioner review the complaint and the written response.
- A request for review should be submitted in writing to the Commissioner within ten (10) calendar days of receipt of the written response.
- Upon completion of the review, the Commissioner shall render a written determination regarding the complaint within thirty (30) calendar days.
- The department shall abide by the Commissioner's written determination.