

5101:2-33-20

**PCSA grievance review hearing policies.**

(A) The public children services agency (PCSA) shall develop and implement written policies for receiving, reviewing and resolving both of the following:

(1) Complaints concerning the provision of services from parents, custodians, legal guardians, foster caregivers, kinship caregivers, applicants or providers of approved adult-supervised living arrangements, adoptive applicants, adoptive parents, and children.

(2) Appeals by alleged perpetrators who disagree with the PCSA report disposition of a report of child abuse or neglect.

(B) PCSA grievance policies shall, at a minimum, identify all of the following information:

(1) Operational procedures for conducting grievance review hearings.

(2) The office or individual(s) involved in conducting grievance review hearings .

(3) Reasonable time frames for requesting a grievance review hearing, conducting the grievance review hearing and issuing a decision.

(4) The method by which the PCSA will provide and communicate the grievance policies to individuals who are hearing or visually impaired or who have limited English proficiency.

(C) The office or individual(s) involved in conducting grievance review hearings cannot be involved in any other stage of the case, including the assessment/investigation of the incident or the approval of the report disposition and the office or individual(s) must have the authority to change the report disposition.

(D) The PCSA shall provide written notice to the alleged perpetrator of their right to appeal the report disposition. The written notification shall include information regarding the method by which the alleged perpetrator may appeal and shall be provided at the time of the official notification of the report disposition pursuant to rule 5101:2-36-03 or rule 5101:2-36-04 of the Administrative Code.

(E) Upon request, the PCSA shall provide written copies of the PCSA's grievance review hearing policies to an individual within three working days from the date of the request.

(F) When an appeal of a PCSA report disposition of a report of child abuse or neglect is heard and the PCSA changes the original disposition, the PCSA shall update the statewide automated child welfare database according to procedures contained in rule 5101:2-33-05 of the Administrative Code.

Replaces: 5101:2-33-04

Effective:

R.C. 119.032 review dates:

---

Certification

---

Date

Promulgated Under: 119.03  
Statutory Authority: 5153.16  
Rule Amplifies: 5153.16  
Prior Effective Dates: 7/16/81, 1/17/83, 9/28/87, 3/17/94, 12/15/95 (Emer.),  
3/31/97, 6/30/97 (Emer.), 9/29/97, 12/30/97, 5/1/01,  
2/1/03