



Jewish Family & Children's Service Complaint Process

Agency Policy

It is the policy of Jewish Family & Children's Service (JF&CS) that all complaints receive a prompt, fair, professional and respectful review and response.

Process

1. To submit a complaint
 - Inform any JF&CS employee verbally, in writing or electronically.
 - OR
 - Send an email to info@jfcsboston.org that includes your name, contact information and the nature of your complaint.
2. Resolution
 - Once received, the complaint will be reviewed by the appropriate JF&CS employees.
 - Complaints will be handled at the point of service if possible and a resolution will be sought promptly.
3. Appeal process
 - If you are not satisfied by the resolution that is offered, you may appeal the decision by contacting the SVP of Operations at Ischor@jfcsboston.org.
 - The SVP of Operations will review the circumstances, gather the facts and communicate the outcome to you.
 - If you continue to be unsatisfied with the offered resolution, the final step in the appeal process is to seek a judgment from the agency CEO who will render a final determination.