

CASA of Bradley County, Tennessee
85 South Ocoee St.
Cleveland, TN 37311
423-472-5800 - www.casabp.org



General Grievance Procedure

These are the instructions for reporting a general grievance or filing a complaint against a staff member or volunteer/advocate of CASA of Bradley County, Tennessee.

1. You may use this form (see next two pages) to file a complaint against a Court Appointed Special Advocate volunteer, staff member, or CASA program operating in Bradley and Polk Counties.
2. Please include a daytime telephone number or some other number where you may be reached to discuss your complaint. If your complaint arises out of a court case, you must provide the case number and the names of the parties who participated in the case.
3. Please make sure that the complaint form is complete and accurate. You may use a separate letter to explain in your own words the circumstances that led to your complaint. Be as specific as possible in describing names, places, dates, and witnesses to the actions which gave rise to this complaint. List all the relevant events in the order they happened. Use additional sheets, if necessary, and attach copies of any documents that support your statement. If you wish to include court documents, please do not send the originals.
4. Sign the complaint in the space provided. CASA of Bradley County, Tennessee cannot respond to anonymous complaints.
5. Send the original complaint and the statement of facts to CASA of Bradley County, Tennessee:
Christopher Janetzko, Director
85 South Ocoee St.
Cleveland, TN 37311
Phone: 423.472.5800
Email: director@casabp.org

Complaint Investigations:

Complaint forms may be completed by anyone involved with or affected by the actions of the CASA program. The complaint and all attachments will be provided to the Board Chair and Director of CASA of Bradley County, Tennessee, if applicable, in order that the complaint may be addressed.

2. When and where did this happen?

Date: _____ **Time:** _____

Location: _____

3. If your complaint arises out of a court case, please answer these questions:

a) What is the name and number of the case?

Case name: _____ **Case No:** _____

Jurisdiction: _____

b) How are you interested in the case?

_____ **Staff** _____ **Attorney** _____ **Parent/Foster Parent**

_____ **Family** _____ **Advocate** _____ **Other**

4. List documents that support your complaint:

I request that the above complaint, supported by the Statement of Facts, be investigated by CASA.

Name: _____

Address: _____

Phone: Daytime () _____ **Evening ()** _____

Signature: _____

Date: _____