

## **COMPLAINTS**

The Service Coordinator must follow the complaint policy of the agency that has been contracted by Special Health Services (SHS). Complaints or concerns received from customers regarding Program issues must also be reported to the CYSHCN Program Manager.

Customers include, but are not limited to, the following:

- Participant;
- Participant's family;
- Participant's representatives;
- Providers;
- Contracting agencies;
- Regulatory agencies;
- Payers;
- DHSS staff (outside of SHS);
- Elected officials; and
- Appointed officials.