



## **Frederick County, Virginia**

Children's Services Act  
107 North Kent Street, 3<sup>rd</sup> Floor  
Winchester, VA 22601  
Office: (540) 665-5688  
FAX: (540) 535-2146

### **DUE PROCESS OF COMPLAINTS AND APPEALS**

Any child or family that disagrees with the action of the Frederick Family Assessment and Planning Team (FAPT) or Child and Family Team (CFT), including but not limited to assessment, planning or implementation of services may file a written request for review to the Community Policy and Management Team.

At the conclusion of the Family Assessment and Planning Team or Child and Family Team review meeting, the Case Manager shall provide the family with a copy of the Individual Family Service Plan or the Family Service Plan including the right to a review, within (10) calendar days of the meeting. Information will be provided in the youth/family's native language or mode of communication.

A review may be requested by the youth, the family for any action, including, but not limited to, dissatisfaction with the Family Assessment and Planning Team assessment, the Child and Family Team services as listed, planning or implementation activities, or improper notification of meetings and actions by the Family Assessment and Planning Team or the Child and Family Team.

The youth and family shall submit a written request addressed to the CPMT Chairperson for review to the CSA Coordinator within ten (10) calendar days of receipt of IFSP/Family Care Plan and right to review notice. The Community Policy and Management Team will then review the decision of the FAPT/CFT and provide a written answer whether it has been upheld or altered within 30 days of review at their next scheduled meeting.

The Community Policy and Management Team shall respond in writing to the youth and family's request for review. While mediation may be used to resolve the disagreement, it shall not be used to deny or delay a youth and family's right to review. The decision of the CPMT is final.

If the referring Case Manager disagrees with the FAPT/CFT recommended services and/or plan, he/she can address their concerns with their CPMT Agency Representative and/or Agency Director. If upon review by the CPMT Agency Representative and/or Agency Director, it is determined that the case needs to come before the CPMT, the Agency Director can request it in writing. The case will be placed on the CPMT agenda for review and discussion.

## **CHILD & FAMILY RIGHTS AND SAFEGUARDS**

The Children's Services Act gives your eligible child and family certain rights and safeguards as you receive services. These procedural safeguards do not take the place of any other review procedures under existing state or federal law (ex. Special Education and Foster Care Law).

1. You will be notified before your child is assessed and/or offered services. This notice will tell you the procedures available to you.
2. You must consent in writing before beginning services listed on the Individual Family Services Plan (unless otherwise ordered by the court, upheld by the appropriate appeals process or authorized by law).
3. Unless otherwise prohibited by state law, you have the right to review, receive a copy of, and correct records concerning your child and to obtain an explanation about any information. You have the right to give permission before any other person or agency can see the records.
4. If you wish, you can have other members of your family, a friend, an advocate or support person, or any attorney present during Family Assessment and Planning Team and Child & Family Team meetings.
5. If you disagree with any of the recommendations about your child's assessment or service plan, you have the right to state your disagreement in writing within 10 calendar days of receipt of the plan and receive an answer in writing within 30 days of the review conducted by the Community Policy & Management Team (CPMT) at their next scheduled meeting. The CSA Coordinator can help you through this process.
6. You have the right to fully participate in the assessment, planning and implementation of services for your child and family.

All parties involved in the Family Assessment and Planning Team and Child & Family Team meetings have the responsibility to be full participants in team meetings.

If you have questions or need further clarification regarding your rights, please contact Jackie Jury, CSA Coordinator, 540-722-8395.



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### Acknowledgement of Receipt

Child's Name: \_\_\_\_\_

DOB: \_\_\_\_\_

I acknowledge that I have received a copy of the Due Process of Complaints and Appeals and Child & Family Rights and Safeguards.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Case Manager Signature

\_\_\_\_\_  
Date