



Client Complaint Report

Families to Freedom accepts and investigates allegations of inappropriate or harmful activity by team members potentially at fault for wrongdoing.

Notification and Consent Procedures

In accordance with our Complaint Handling Policy, the Investigations Team of Families to Freedom will acknowledge receipt of your complaint within 5 business days via the contact information you provide. A response addressing your complaint will be provided within 10 business days from when the Investigation Team receives your complaint. The Investigation Team will review all details including taking additional comments from you, identifying and speaking with any individuals who witnessed, listening to recorded calls if relevant, and taking a statement from individuals the complaint is against to assess the merits of the complaint. By submitting this complaint form, you agree to allow confidential information about your situation, including personally identifying information about you and your children (if any), of your location prior to travel, your destination location (if any), and relevant notes and/or audio from phone conversations, to be shared with members of the assigned internal Investigation Team. Additional analysis may be necessary, depending on the complexity of the complaint.

The Investigation Team of Families to Freedom comprises of the Executive Director, a Board Member, an Advisory Board Member, an Operations Assistant, and a Phone Advocate. Families to Freedom protocol is to ensure only impartial representatives may serve to investigate. All Investigation Team members are bound to confidentiality in accordance with Families to Freedom’s Confidentiality Policy.

REPORTER’S CONTACT INFORMATION

(leave section blank if you wish to remain anonymous and *not* receive a response about the complaint)

| | |
|--|------------------------|
| Your Name | Primary Phone |
| Email | Alternate Phone |
| Will contacting you during normal business hours pose a risk to your safety? | Please explain: |
| Preferred method of contact | Current City and State |
| If we need to mail a response to you, what address should that be sent to? | |



Service Provided

| | |
|---|---|
| <p>Were you <i>offered</i> transportation service?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Not Yet</p> | <p>Did you <i>receive</i> transportation? (select all that apply)</p> <p><input type="checkbox"/> Yes, I was driven by a volunteer to a destination.</p> <p><input type="checkbox"/> Yes, I received confirmation for a bus, train, or flight.</p> <p><input type="checkbox"/> Yes, I received fuel and/or a fuel card.</p> <p><input type="checkbox"/> Transportation service has been arranged to leave the area but I have not yet departed.</p> <p><input type="checkbox"/> No, I have not been transported nor has transportation service been arranged to my knowledge.</p> |
|---|---|

Accused(s) Information

| | |
|---|--------------|
| Name or description of Accused (if known) | Primary Role |
| Names and roles of others involved or who witnessed (if applicable) | |



COMPLAINT: Describe in detail your complaint. *Specify what, who, when, where, and how.* If there is more than one allegation, number each allegation. What happened? Who did the wrongdoing? When did this occur? Where did this happen? What enabled this to happen (How)? What outcome do you hope for?

You have two options to submit your complaint:

Mail. Print this form then mail to:

Families to Freedom
Client Complaint
P.O. Box 1226
Addison, TX 75001

Email. You may save or print this form as a PDF and email your statement to:

investigations@FamiliestoFreedom.org

Subject Line: Client Complaint