ORANGE COUNTY SOCIAL SERVICES AGENCY

ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL

Subject: Customer Care Tracking System Number: D 36

Approved: Signature on file **Date:** 05-10-10

POLICY

Constituent's compliments, questions, or complaints typically reported to the appropriate Deputy Director, Director, or their designee shall be deemed reportable under the Customer Care Tracking System (CCTS) by the Social Services Agency (SSA) to the County Executive Office. In addition, those received from the Board of Supervisors' office shall be reported in the CCTS. Complaints regarding existing Federal and State court orders or regulations that SSA must abide with are not reportable.

SSA is required by Federal and State law to maintain the confidentiality of all individual case record information, including the identities of clients and applicants for benefits. Client's confidentiality is extremely important on all constituent's complaints as the reports become public records. In order to comply with applicable confidentiality requirements, all clients' personal identifiable information submitted in the CCTS shall be redacted before SSA submits a report to the County Executive Office and the Board of Supervisors.