



Complaint Process

Any consumer or family member can file a complaint to the Hampton-Newport News Community Services Board in accordance with Human Rights Policy and Procedures. The complaint can be submitted 24 hours a day, 7 days per week. You can get assistance from the Hampton-Newport News Community Services Board staff when communicating your complaint. If you choose to file a complaint, then you would submit your complaint to the following:

- Program Representative, Supervisor, or Director, or
- CSB Human Rights Advocate, Karen Matthews @ 757-788-0013
- In writing using the “Human Rights Complaint Form” (Attachment A)
- Regional Human Rights Advocate:

Reginald Daye
Eastern State Hospital
4601 Ironbound Road
Williamsburg, VA 23188-2648
757-253-7061

- You will be contacted regarding your complaint within one business day;
- You will have a choice to file an informal or formal complaint;
- You can complain without retaliation;
- In 10 days, a resolution will be presented to the complainant;
- You have the right to appeal the decision out outcome;
- If you are dissatisfied with the outcome, the complaint will be addressed in accordance with the H-NN CSB complaint resolution policy, which could include resolution attempts by the Executive Director, Local Human Rights Committee and/or the State Human Rights Committee. The complaint will also be sent to the Community Support Services Director or designee.

Hampton-Newport News Community Services Board Hampton Complaint Form

Date of Incident: _____ Today's Date: _____

Your Name: _____

Program involved in the complaint: _____

Person(s) involved in the complaint (if different from above): _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____

Employee(s) which you have concerns about (if applicable)?: _____

Please describe your concern/complaint:

Please share what you would like to see as a result of this complaint?

Signature: _____