

INFORMATION YOU SHOULD INCLUDE IN YOUR REPORT

- √ Date that you are reporting the problem/complaint
- √ Name of person or agency/CBO sending the report
- √ If agency/CBO, include information about client (if client gives permission to share)
- √ Benefits sought by client (if general system or customer service problem, please say so)
- √ Description of the problem/complaint (be as specific as possible, i.e., client submitted required renewal information on time, but contractor has no record of it)
- √ Impact on client or your agency (i.e., client couldn't fill prescription for child; had to go to food pantry for food, etc.)
- √ Date(s) that problem occurred
- √ Where did the problem occur? (e.g., local office, 211, call center, Internet – be very specific)
- √ Any response from state or its contractor: List name(s) of any person(s) you spoke to and the dates you spoke to them
- √ Did client file an appeal? (If so, give date of appeal)
- √ Was the problem resolved? If so, how and when?