***To be completed and reviewed annually by staff team and applicable stakeholders and consultants.***

*Confidential and Internal Use Only*

***The purpose of the review is to identify necessary changes in agency policy and/or practice in order to improve services to children and their families.***

| **TYPES OF COMPLAINTS FROM LOG REVIEW- themes and patterns identified** | **RELATED POLICY/PROCEDURE** | **PLAN OF ACTION** | **TIMELINE FOR COMPLETION** | **EXTERNAL RESOURCES or REPRESENTATIVES ACCESSED/ CONSULTED** | **VARIANCES OR CONCERNS FOR THE INVESTIGATIVE PROCESS COMPLETED** |
| --- | --- | --- | --- | --- | --- |
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**DISCUSS**

1. Trends and areas needing performance improvements
2. ***Actions to be taken*** to address the improvements needed.
3. ***Actions taken*** or changes made throughout the year to improve performance[[1]](#footnote-1)

1. *Child and Youth Services Standards Manual, CARF International, 2017* [↑](#footnote-ref-1)